

倫敦華人保健中心

*London Chinese Health Resource Centre*

King's Fund Health Interpreters Project

1989 Progress Report



Dorothy Pang

August 1989 - December 1989

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## INTRODUCTION

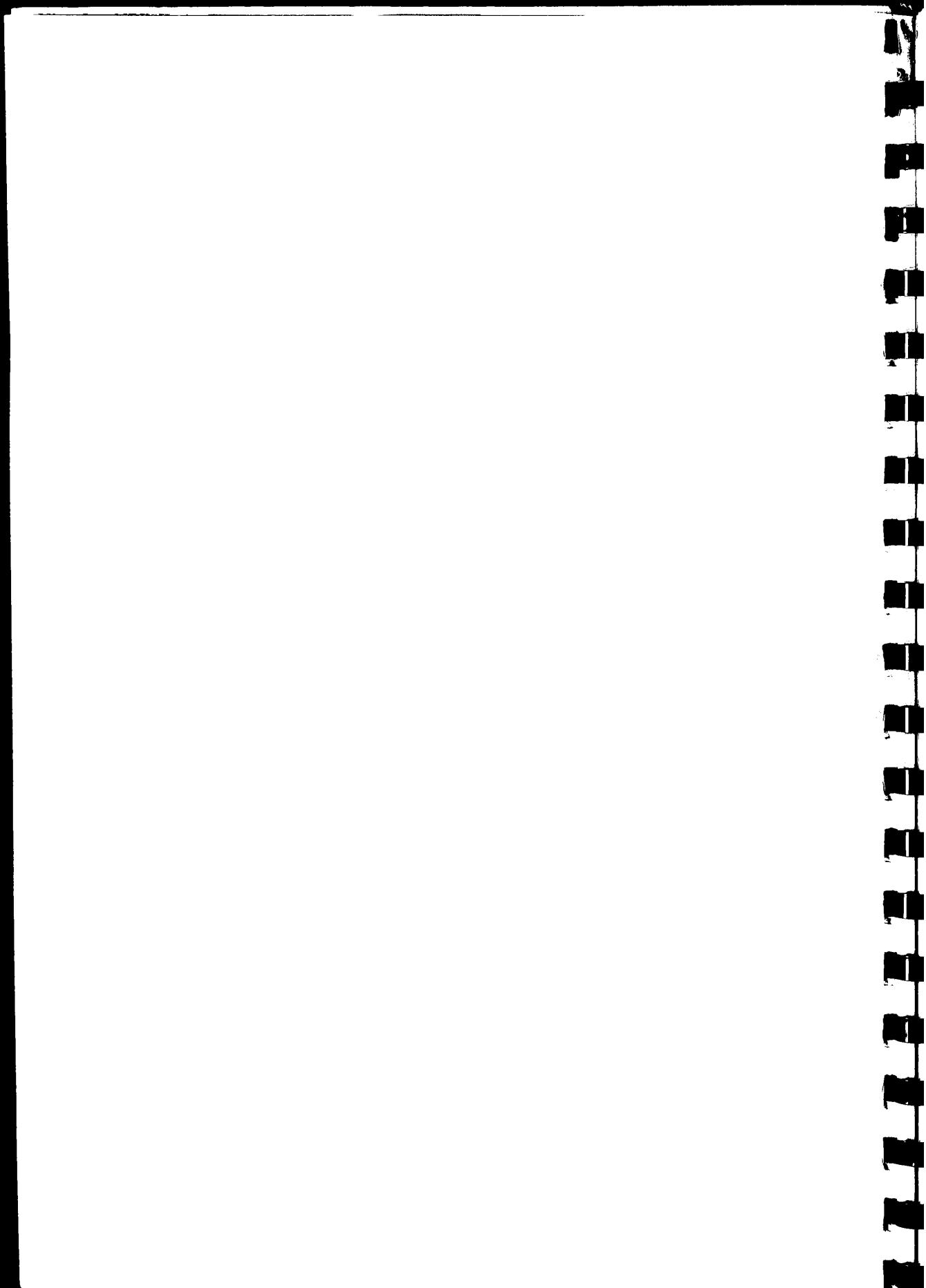
The London Chinese Health Resource Centre (LCHRC) was established through the hard work of The Joint London Health Committee which includes representatives from ten Chinese community centres in London. It is the first Chinese health centre in London hoping to look to the health matters of the Chinese population which numbers approximately 80,000 in London. It is a non-profit making organization, funded by the DHSS for the first two years from April 1988. It has a London-wide brief to work towards improving access to NHS provisions and services for London's Chinese population, who as the Home Affairs Committee (1985) pointed out has been under-using the NHS due to various factors, including language and cultural differences.

Main services include a Sunday Surgery run by bilingual doctors, a Cantonese telephone Healthline providing health information on 45 different topics in form of audio-tapes, compiling a file of Chinese health leaflets covering 75 different subjects at present, and lastly, the training of volunteers to become health interpreters and provision of free health interpreters for the Chinese population in London.

This report is about the Health interpreters project funded by the King's Fund Centre which kindly provided funding of £25,900 for the first year. The project funding covers the employment of the project co-ordinator for three days per week.

### Aims of the Project:

1. To provide bilingual interpreters to the Chinese community for any medical appointment.
2. To train members of the Chinese community to be specialised volunteer health service interpreters.
3. To aid health professionals in providing medical help to the community by breaking down communication barriers.
4. To promote the delivery of national health services in reaching the Chinese people in London.



## PREFACE AND ACKNOWLEDGEMENT

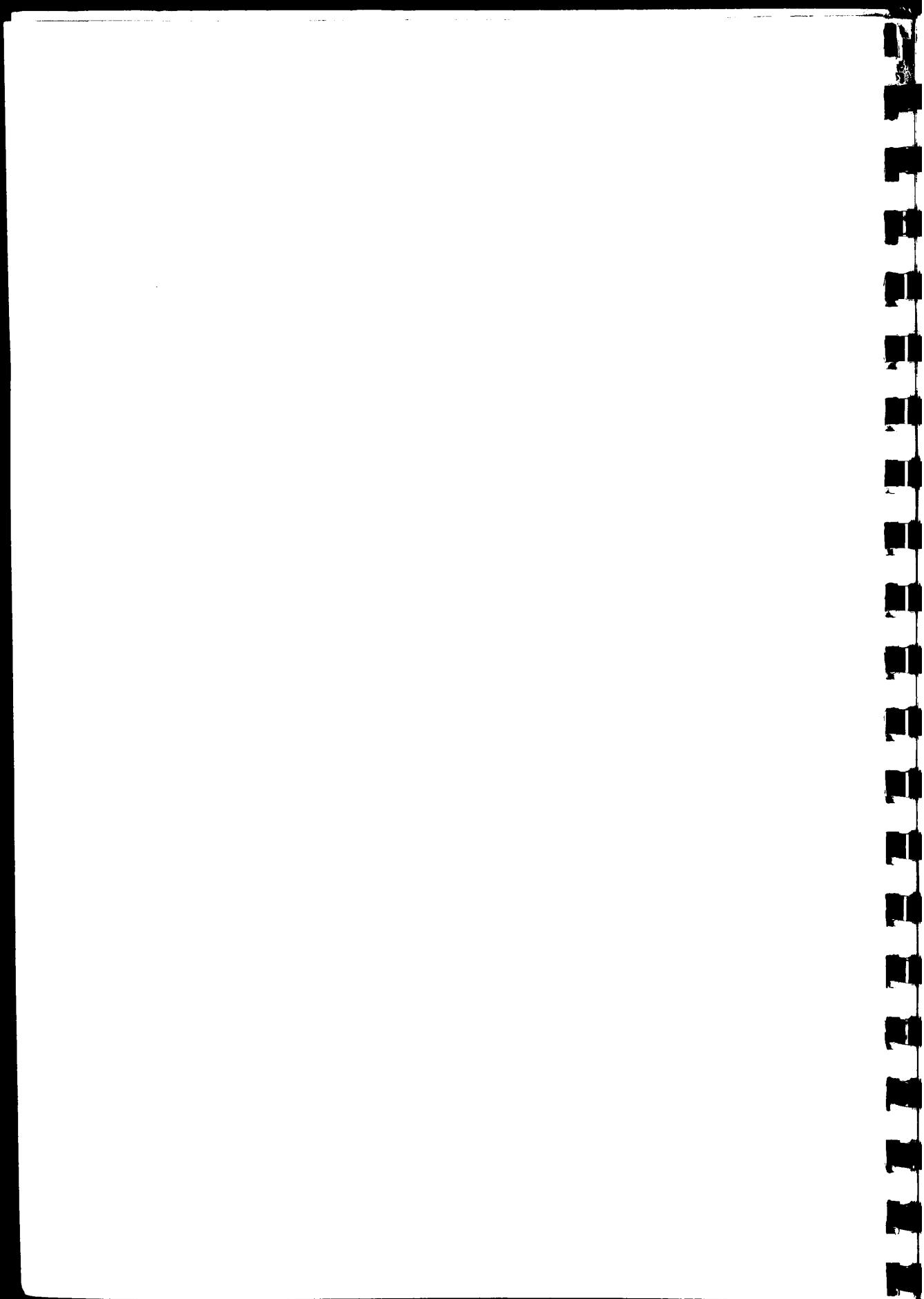
In August 1989, the project co-ordinator was appointed. The first group of trainees began their training from 12 January 1990. The course will last for nine weeks and will finish on 10 March 1990.

The project co-ordinator, Dorothy, is a Registered General Nurse, a Certified Midwife and a Registered Children's Nurse with a certificate on Special and Intensive Care of Newborn Babies. Between 1984 and 1988, she studied for a BSc degree course in Joint Sociology and Psychology. The course required practices within society and work placement report each year. She has also been an active Chinese volunteer and has helped the Chinese community during her work placement periods such as the running of a women's co-op group at the Camden Chinese Community Centre and the co-ordinating of the West Hampstead Chinese Women's Group whilst the community worker was on maternity leave.

Soon after the co-ordinator started her work, through her contact, she realised that the course would benefit from working with other organisations especially the City of Westminster Area 5 Social Services Department. Christine Mo, the Chinese Social Worker in the Department was very keen. She had also been thinking of training a group Chinese interpreters for the Department. Discussion in detail will be finalised.

This project would like to acknowledge the help and support of many people and organisations especially Christine Mo and Thomas Chan who is the manager of the Interpreting and Advocacy Services of Bloomsbury Health Authority.

Today, the project has already been using this interpreting service and its interpreters to help 91 clients.



## PREPARATION

### 1. ORIENTATION

Two months was needed for orientation which included the time to settle into the job and adjust to the requirements, in order to establish relationships with the various projects/personnels to whom the co-ordinator would have to relate (Appendix I). This ground work is crucial to the success of the whole project.

### 2. JOINT VENTURE WITH THE CITY OF WESTMINSTER AREA 5 SOCIAL SERVICES DEPARTMENT

Among all the work and contact during the period of orientation, meeting with Miss Christine Mo, the Chinese social worker at the Area 5 Social Services Department, was found to be most fruitful. That particular Department is dealing with many Chinese clients and was thinking of running an interpreters training course for the Chinese interpreters. A joint training course is thought to be beneficial for both the social services and the health side.

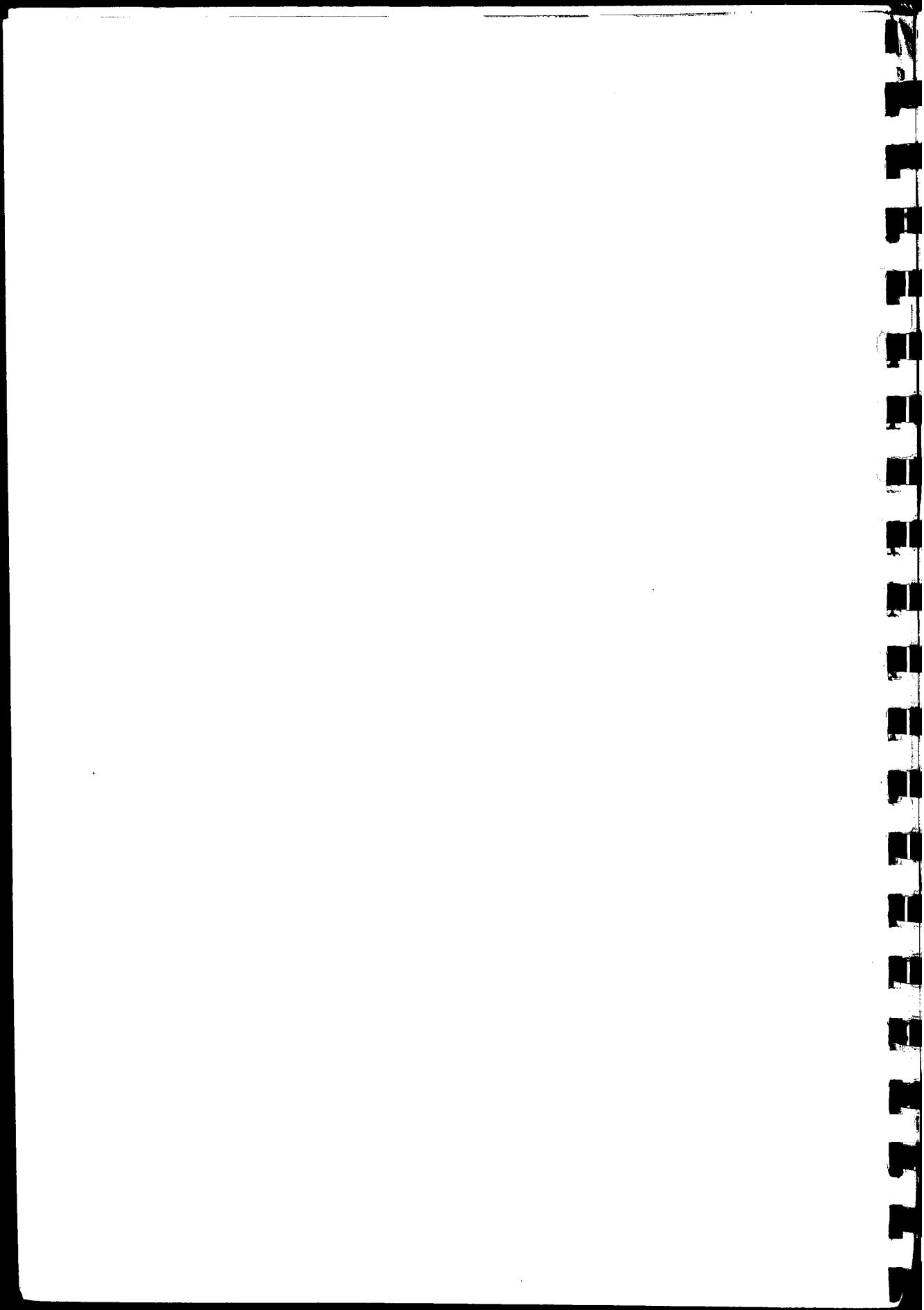
The advantages being:

- pooling of resources from both side can actually benefit both
- free conference room in the Department with teaching equipment
  - overhead projector, slide projector, screen, flip-chart etc
- free video recording facilities
- provide a more attractive course which covers a wider scope
- cheaper publicity as expenses being shared by the Centre and the Department
- greater potential for volunteers to work within social services and health areas.
- provides interpreters specialising in social services and health areas which are often closely related especially when interpreting for clients
- free tea and coffee facilities provided by the Department

The meeting with Christine Mo was the most fruitful, she has in the past organised three groups of interpreters training course for this particular Department.

### 3. PUBLICITY AND OUT-REACH WORK

The details of this joint venture was finalised after much discussion and publicity has now started. Articles about the training project and advertisement for the recruitment of course members (Appendix II) was sent to three Chinese newspapers - "Sing Tao", "Man Wiu" and "Hong Kong News Digest" on 22 September 1989.



Posters (Appendix III) and application forms (Appendix IV) was sent to all Chinese community centres and universities in London.

#### 4. PLANNED PROGRAMME FOR THE DEVELOPMENT OF THE TRAINING COURSE

September - October 89

Recruitment

Design poster and application form

Press advertisement

November 89

Shortlisting applicants

Interview

Video making

Letter to Health Authorities

December 89

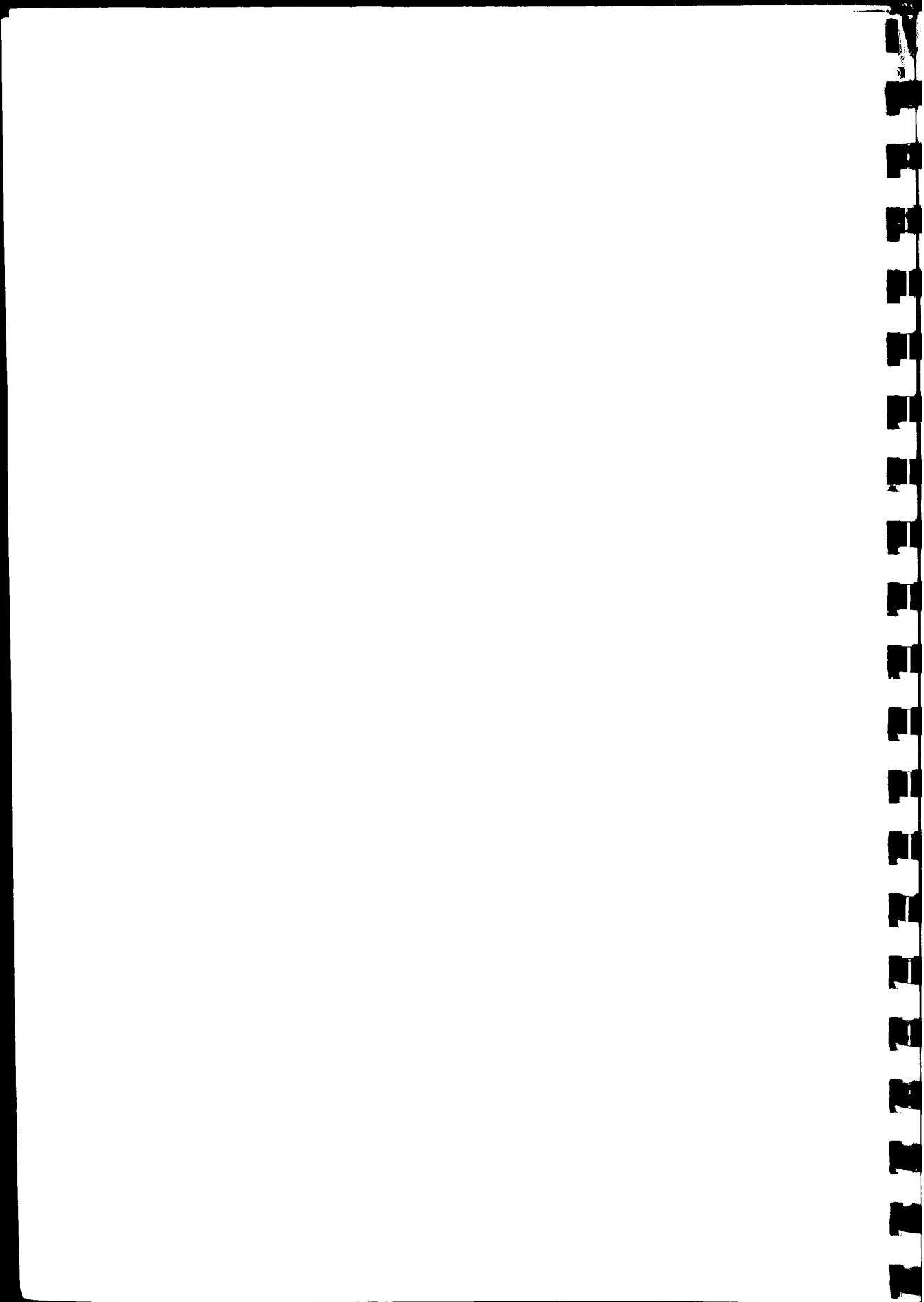
Plan programme in detail

Assign tutors/visiting speakers

January - March 90

Training (9 weeks)

Work placement/Observational visits



## RECRUITMENT

### 1. RESPONSE

There was a very encouraging response from the advertisement on the three Chinese newspapers. By the closing date of the application more than sixty people enquired about the training course either by phone or in person and forty-four completed application forms were received.

### 2. SHORTLISTING

Twenty-two applicants were shortlisted for interview (Appendix V). The Centre operates an equal opportunity policy towards the work and the recruitment of the candidates.

The criteria for shortlisting are as follows:

- 2.1 Fluency in both spoken English and at least one Chinese especially that of Cantonese.
- 2.2 Age: between 25 and 45
- 2.3 Had working experience with Chinese community preferably in the health care area.
- 2.4 More time available to work as interpreter.
- 2.5 The ability to work with clients in different situations regarding health matters is important.
- 2.6 The potential to be aware of the differences between interpretation and advocacy skills is an important criteria in our trainees.

### 3. INTERVIEW

The twenty-two applicants were interviewed in seven days in November 1990.

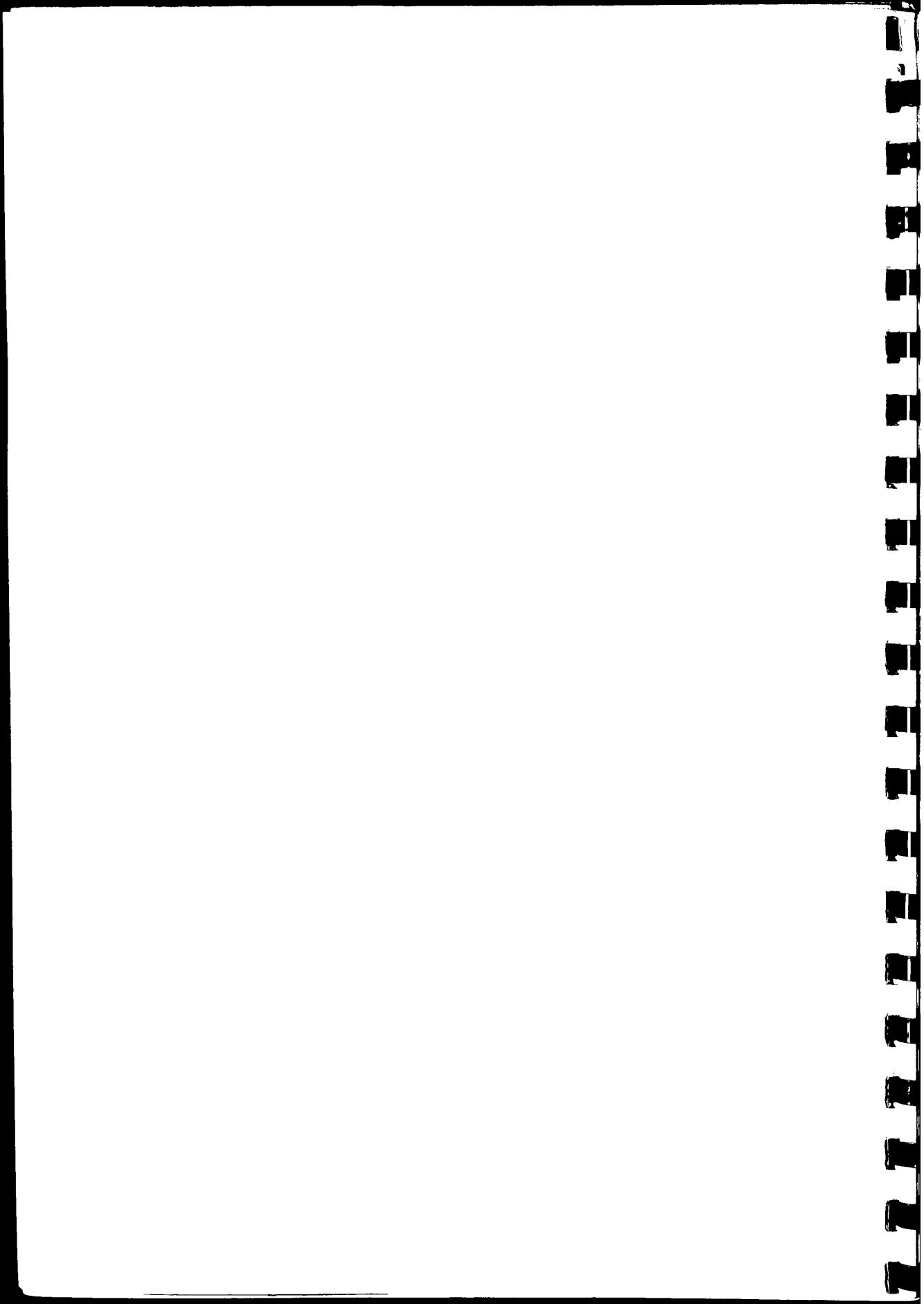
During the interviews, a few particular areas were covered.

#### 3.1 INTRODUCTION

The panel of interviewers briefed themselves to the applicants and clearly stating that the course is jointly organised by the London Chinese Health Resource Centre and the Social Services Department and the potential opportunity of their future work for both organisations.

#### 3.2 PERSONAL DETAILS

Areas covered during the interview:



- number of years residing in London
- whether work permit is needed
- family members in this country
- any disability

Also, due to the nature of the interpreters job, somebody who is highly respectful, humble, open and yet emotionally strong is preferable.

### 3.3 NATURE OF SESSIONAL WORK

Interviewees were asked about their understanding of the nature of sessional work. This was to make clear about the uncertainty of jobs available to them. Some people may expect regular work from us. This leads to the questions to be asked in the following areas.

### 3.4 EXPECTATIONS

Questions were asked to find out applicants' reason in applying for our training course, their expectation of the training course. We hoped to find people with the right attitude and right expectations to match with the course.

### 3.5 WORKING EXPERIENCE

Questions were asked to find out what kind of jobs they have done so far, their working experience, the areas they are good at e.g. an ex-nurse who specializes in children's care.

We could also find out whether the applicants have any volunteer work experience or any working experience with Chinese community.

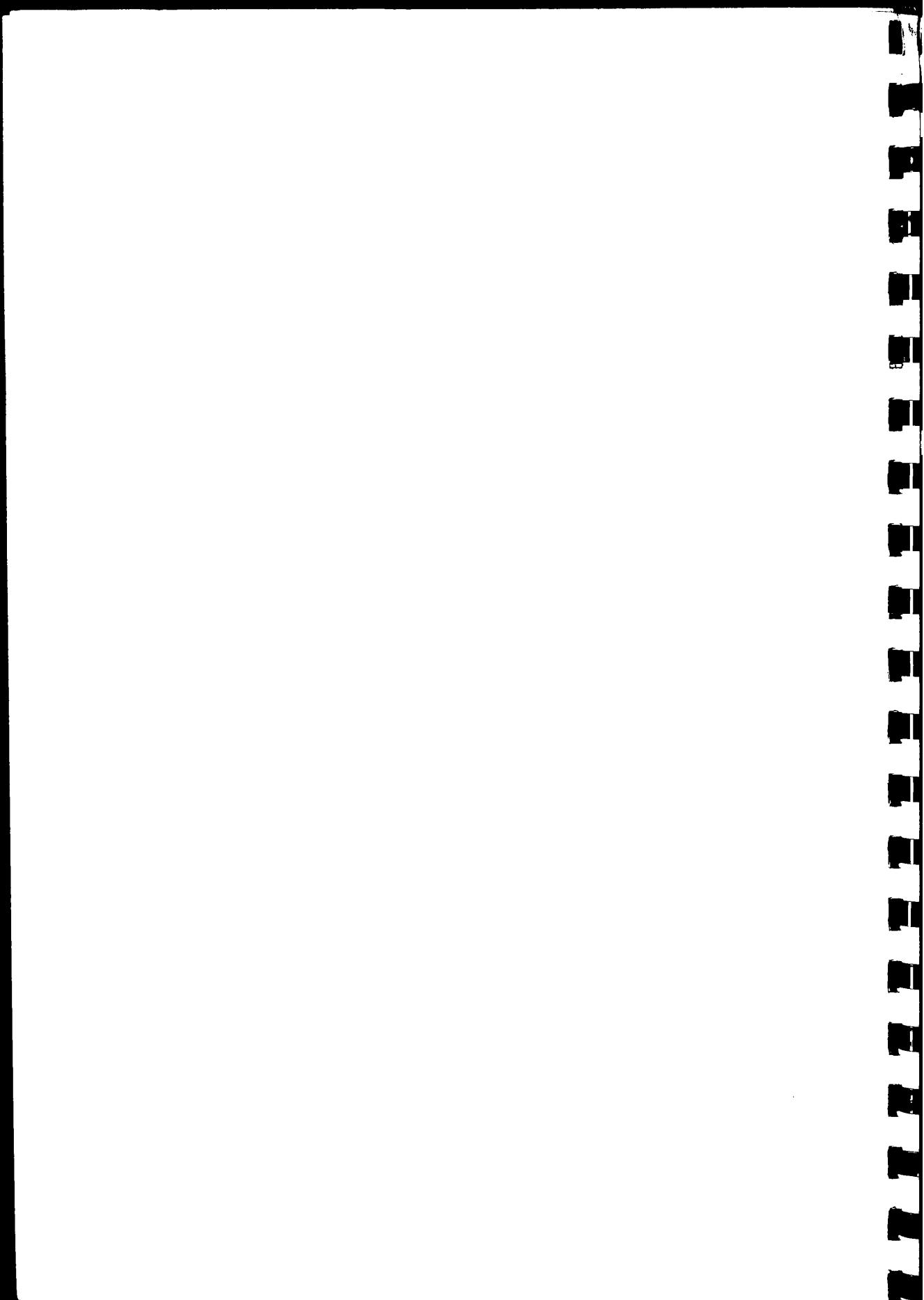
### 3.6 WEAKNESSES

We need to find out whether they felt at ease in a hospital environment; find out whether there is any situation that they do not see themselves in e.g. interpreting for the mentally ill. It is also important to find out their own moral standing and make sure they will not let this interfere with the standard of interpreting.

## 4 RESULT

Seventeen trainees were chosen plus two observers. They are mainly in their thirties and forties. Five in their twenties and three in their fifties. There are ten with nursing background, five housewives and six men.

For confidential reasons, the name list is not included in the Appendix.



## TRAINING PROGRAMME

### 1. VENUE

#### Fridays

City of Westminster Social Services Department Area 5 Office  
1, Hopkins Street, London, W1.

#### Saturdays

London Chinese Health Resource Centre  
43, Dean Street, Soho, W1V 5AP.

### 2. DATES

12 January 1990 - 10 March 1990  
Every Friday and Saturday

### 3. TIME

10:00 a.m. - 1:00 p.m.

### 4. PROGRAMME

The main content of the training course is as follows:

#### 4.1 Agency knowledge:

- The Social Services Department
- Health Services
- Mental Health Services
- London Chinese Health Resource Centre

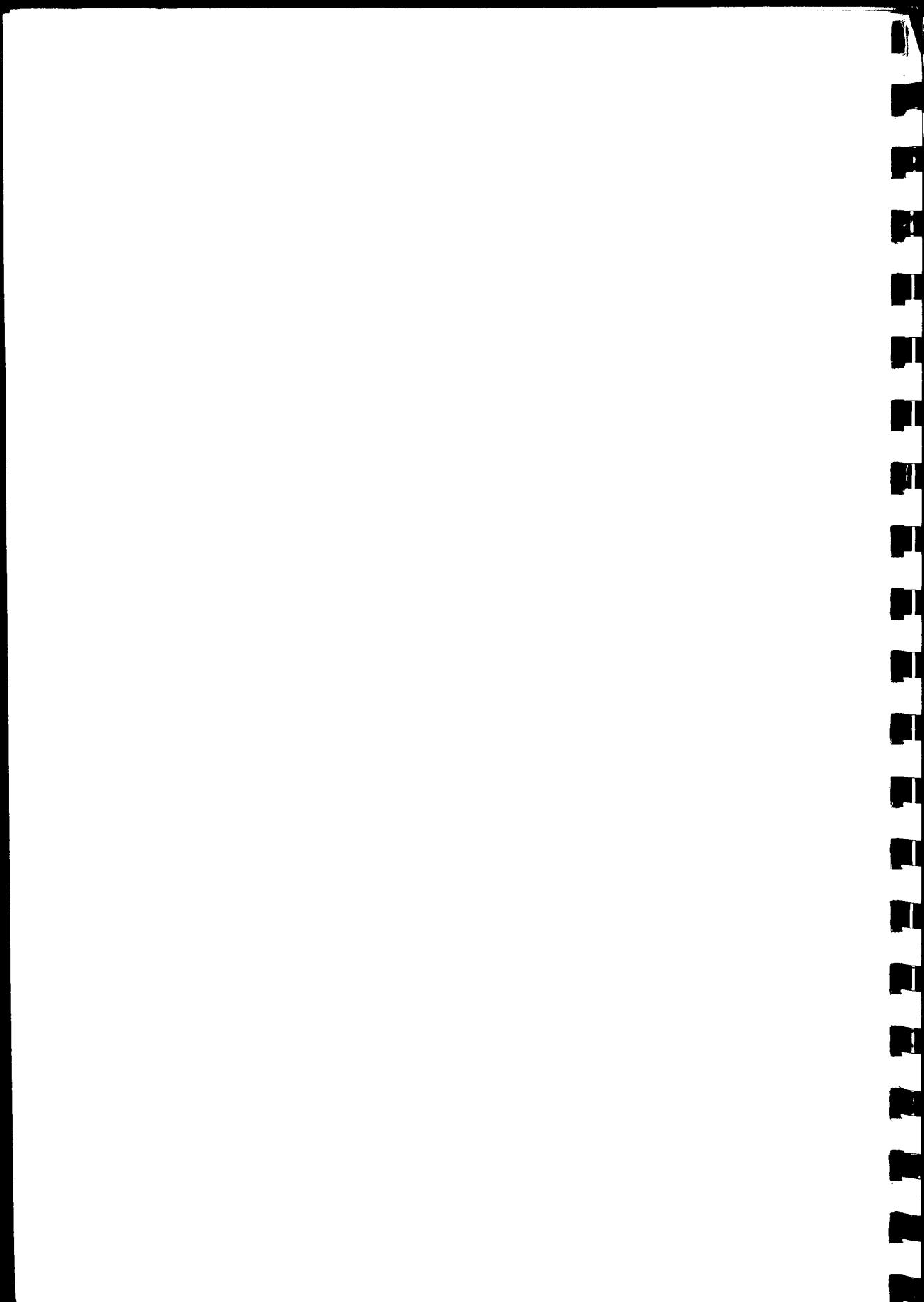
#### 4.2 Other Services/Advice agencies available for Chinese community in London

#### 4.3 Welfare Benefits/Medical Terminology

#### 4.4 Role of Sessional Workers/Medical Interpreters

#### 4.5 Interpreting Skills and Related Issues

#### 4.6 Administrative Issues and Procedures Supervision/Responsibilities

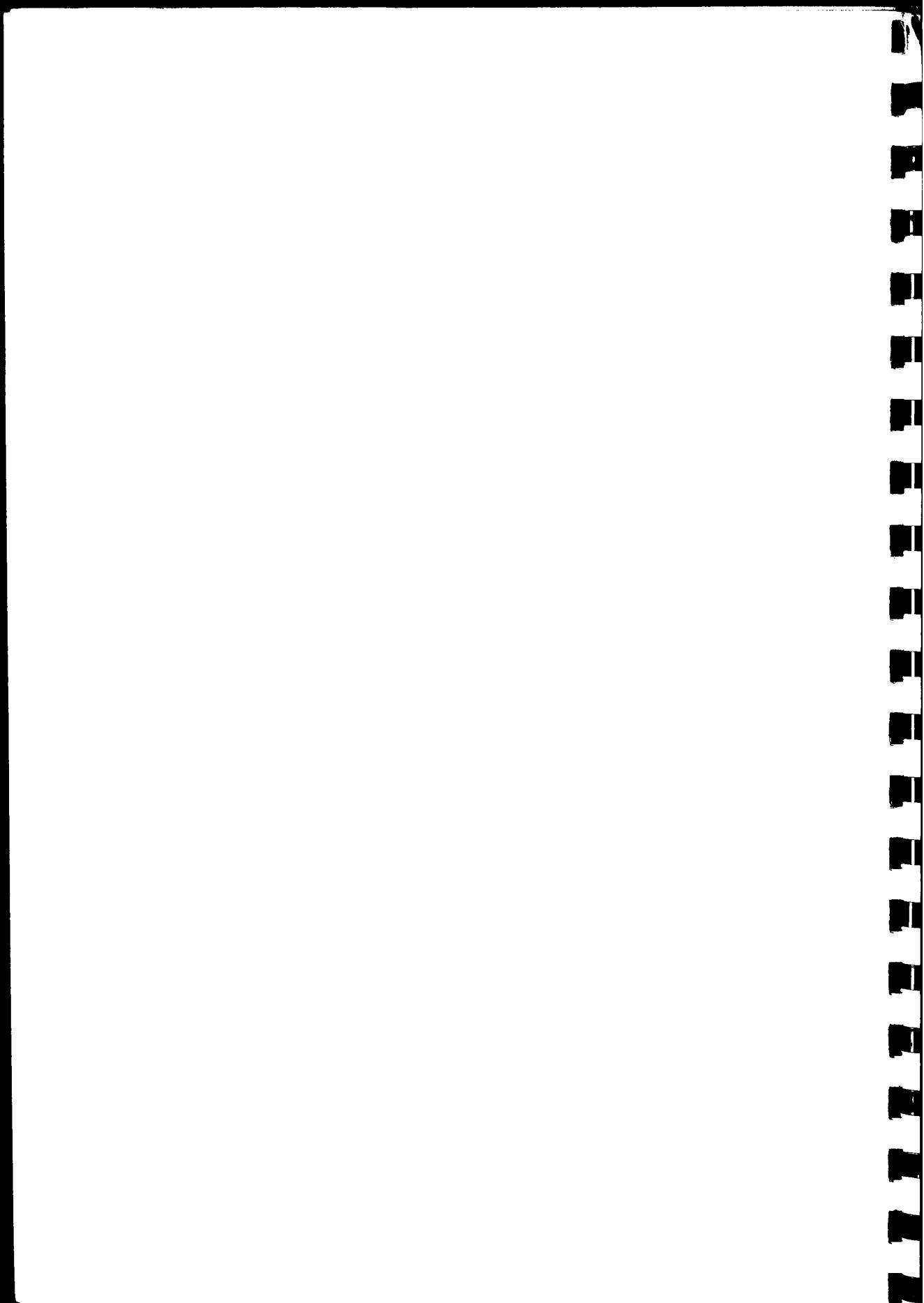


#### 4.7 Evaluation/Question time/Discussion

Please find enclosed the detailed time-table in Appendix VI.

### 5. TRAINING

As direct interpreting from word to word will not bring out the meaning of sentences without knowing the cultural differences and practices, our course also includes basic communication skills, counselling skills and the very important skill of how to draw the right line between interpreting and advocating in complex situations and varying circumstances. Participating teaching methods like role-playing is used often to acquire the above skills.



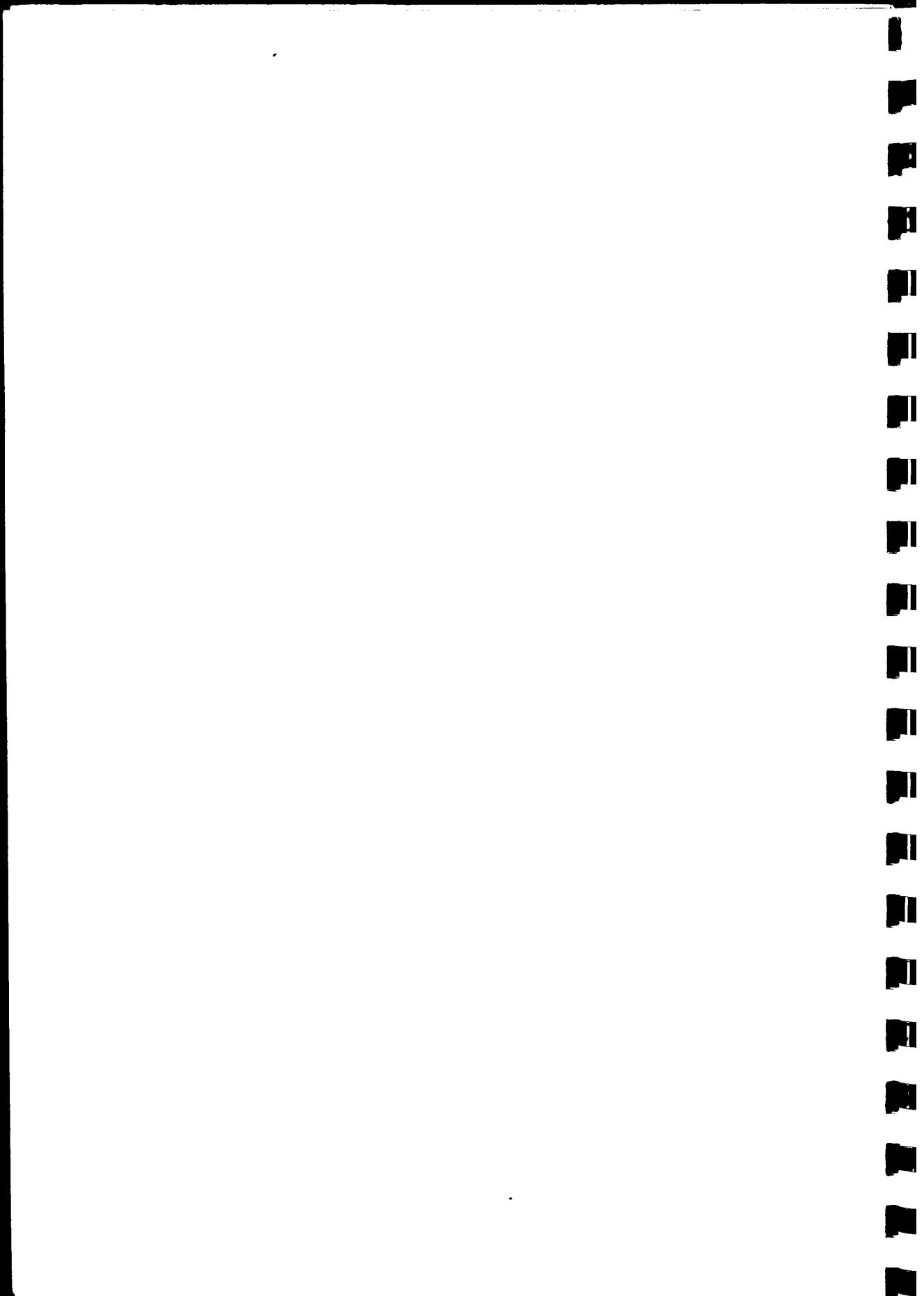
## VISITING SPEAKERS

### 1. LIST OF VISITING SPEAKERS

1.1 Kilian Zumpe	- Team Leader of the Area 5 Social Services Department
1.2 Jeff Jeffery	- Senior Social Worker at the Department
1.3 Ruth Stern	- Bloomsbury Health Education Officer
1.4 Nancy Pistrang	- Bloomsbury HA Principal Clinical Psychologist
1.5 Suk-Man Hui	- Community Advice Worker at the Chinatown Chinese Community Centre
1.6 Mary Fu	- Community Worker at the Community House Information Centre
1.7 Anita Chan	- Joint Manager of Charing Cross Citizens Advice Bureau
1.8 Joe Fleming	- Joint Manager of Charing Cross Citizens Advice Bureau
1.9 Esther Ip	- Community Worker of Bishop R.O. Hall Chinese Centre
1.10 Shiu Man Hui	- Management Committee Member of Federation of Women
1.11 Sharon Lam	- Chinese Health Visitor at Lisson Grove Health Clinic
1.12 Ken Wong	- Bloomsbury HA Community Pschiatric Nurse
1.13 Ena Poon	- Bloomsbury HA Chinese District Midwife
1.14 Thomas Chan	- Manager of Advocacy and Interpreting Service, Bloomsbury HA
1.15 Dr P L Li	- Doctor at Homerton Hospital, Hackney
1.16 Lydia Yee	- Chinese Information and Advice Centre Health Rights
1.17 Belinda Pratten	- Health Rights Bloomsbury Community Health Council

### 2. CHECK LIST FOR BRIEFING VISITING SPEAKERS

2.1 Selection of visiting speaker (bilingual preferably)	
a) What agency?	
b) What experience?	
c) How many hours do I have to spend on V.S.?	
2.2 Briefing	
a) Information of the group	
- Aims and objectives;	
- Description;	
- What they have done so far in that area.	
b) What to do (offer a choice of topics)	
c) How to do it (give suggestions)	



## ADMINISTRATION OF VOLUNTEERS'/SESSIONAL WORKERS' WORK

During the training period (9 weeks), we try to encourage a good relationship between the co-ordinator and the trainees and also among themselves. We have lunch together after the training programme every Saturday. This allows more time for the trainees to talk to each other and get to know each other before the end of the training course. Gatherings will also be arranged periodically after the training. This enables them to meet each other and share their experience. Talks can also be arranged in this meetings on various subjects, e.g. Welfare Benefits Up-date, Health Care Up-date, etc.

### 1. RECORD

Details of each volunteer is recorded on a card (Appendix IX) with name, age, address, home and work telephone number, time available, languages and Chinese dialect spoken. The personal cards will then be filed alphabetically. A work record card is also attached to each personal card.

### 2. CLAIMING EXPENSES

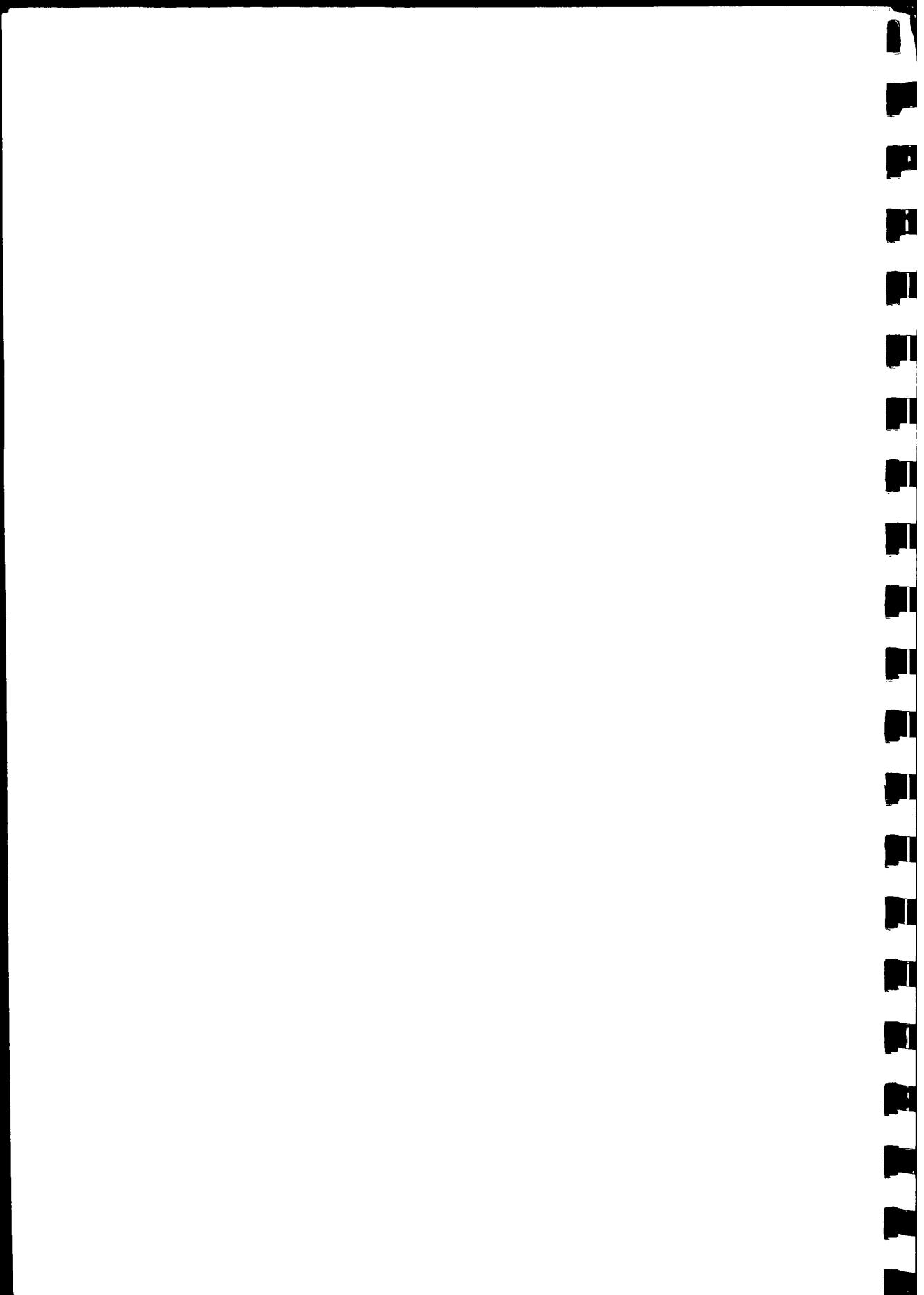
After each piece of work, the trainees fill in an expenses claim form. The form is designed in such a way that it acts as a detailed record on the client, nature of his/her appointment, any problems encountered, any further appointment and whether the interpreter needs any advice from the co-ordinator (Appendix X). This encourages the volunteer/sessional worker to report back to the co-ordinator and seeks advice and support when needed.

### 3. REGISTER FOR CLIENTS

In order to facilitate better monitoring of the demand on interpreting service and for later research, all clients are recorded down in the "Clients Register".

Informations included are:

- Name, Age
- Address
- Family Practitioner, Address, Telephone No.
- Reference No. (Medical Card No., appointment card No., etc)
- Hospital/Clinic, Address, Telephone No.
- Nature of appointment
- Action taken
- Name of interpreter arranged



2.3 Feedback from group (pass it on to speaker)

2.4 Debriefing (how the V.S. felt it went)

2.5 Explain to V.S. how to claim for teaching time

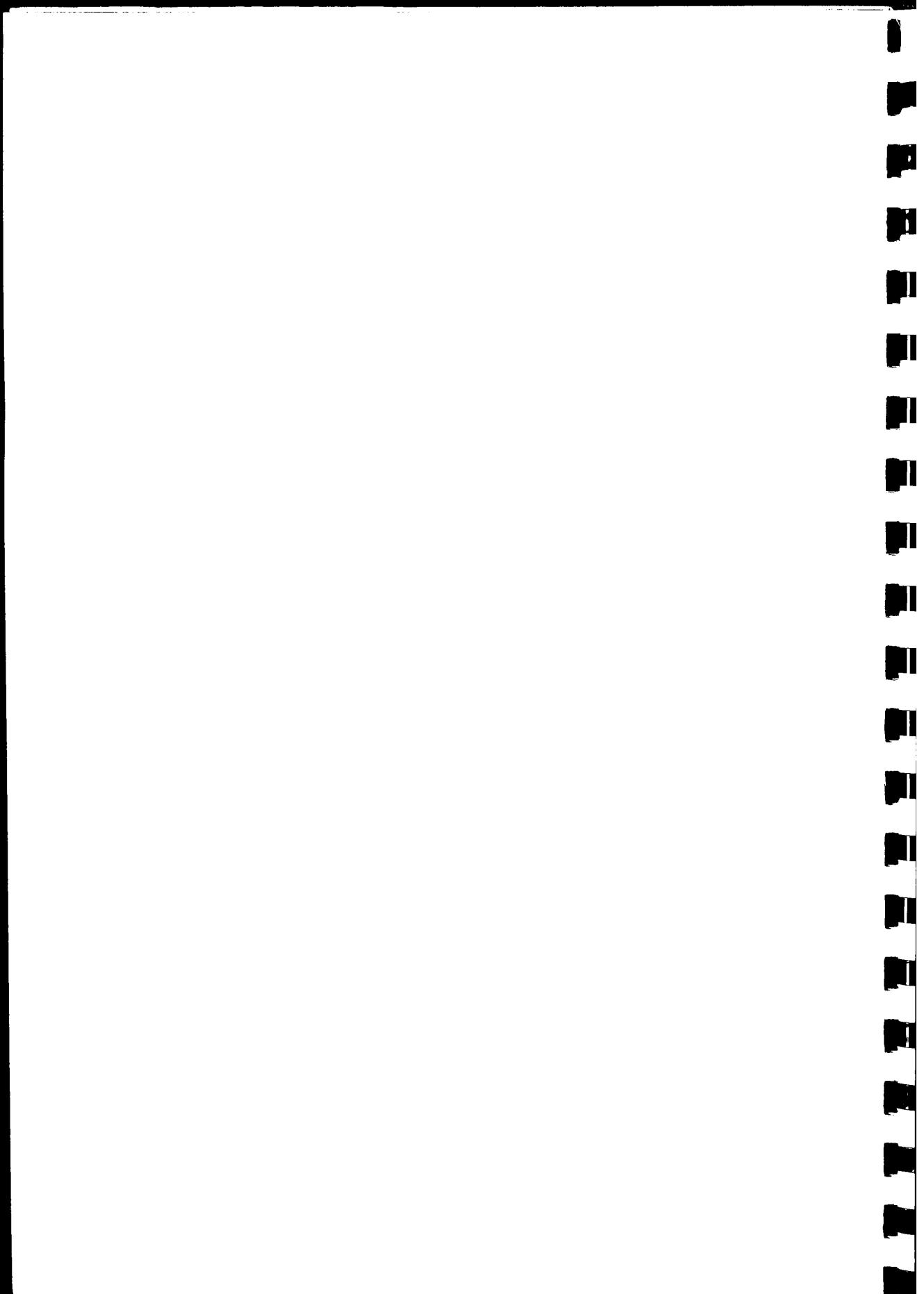
An example of an invitation letter is in Appendix VII (letter to the Bloomsbury HA Health Education Officer).

### 3. CLAIMING OF TEACHING FEES AND EXPENSES

The speakers are paid £16 per hour plus travelling expenses. On the claim form (Appendix VIII), speakers are asked to give some feedback to the project co-ordinator on the problems encountered and other comments and suggestions they may wish to offer that would improve the course.

### 4. FEEDBACK FROM THE GROUP

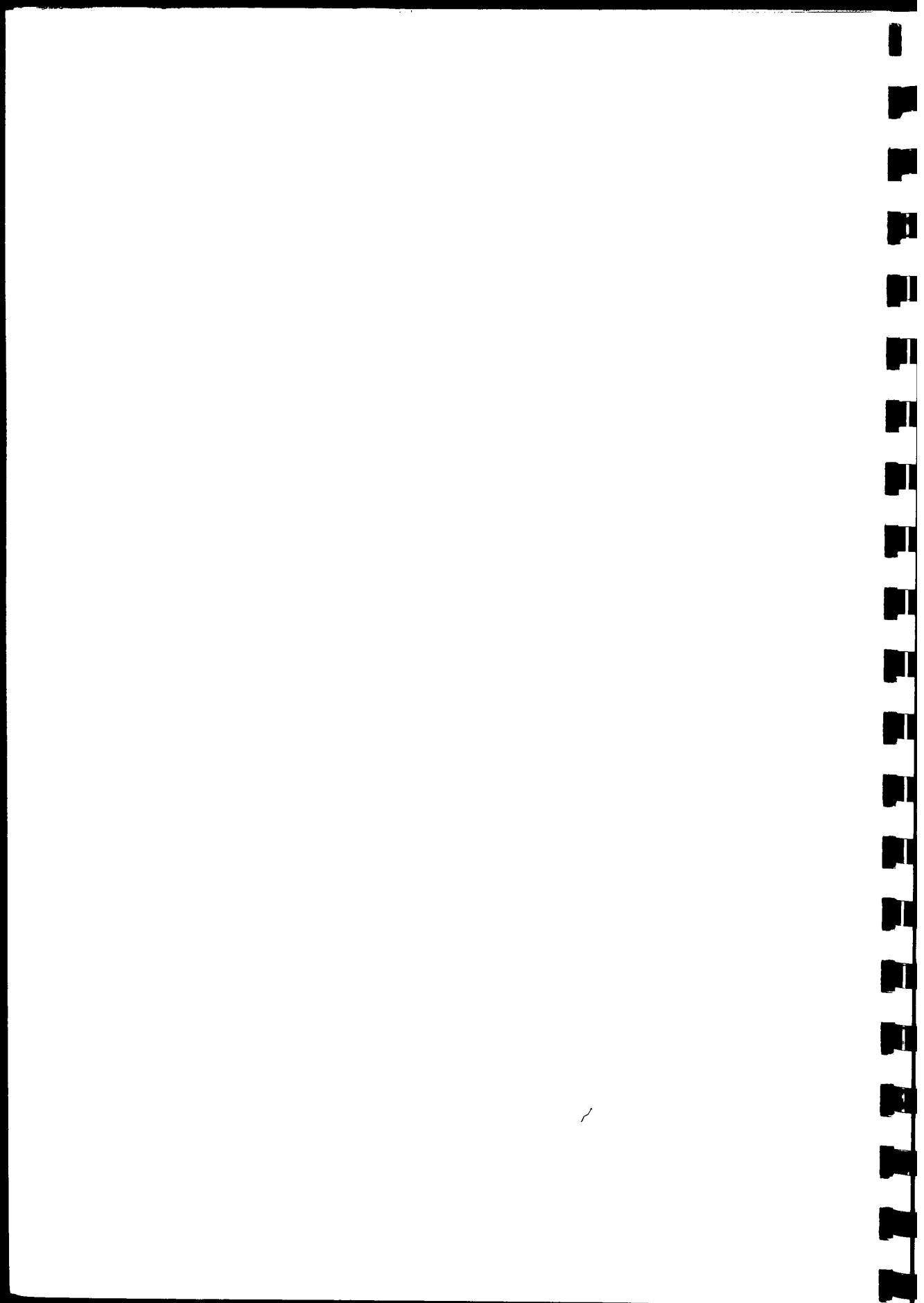
Evaluation on talks, lectures, speakers and any other items concerning the training e.g. equipment will be done at the end of each week. Feedback from the group will be reported back to speakers at the end of the training course.



## WORK-PLACEMENT

This will be arranged in the early half of February before the introduction of the actual interpreting skills. Trainees have already been invited to sit with duty social workers or to interpret for some straight forward cases at the Social Services Department with the support of Christine Mo, the Chinese social worker there. The trainees were fortunate to be able to work with thirteen Chinese women who are members of the Chinatown Chinese Community Centre and cannot speak any English. They were booked into the Elizabeth Garrett Anderson Hospital, in the Early Diagnostic Unit for health examinations which covers cervical smear test and mammogram. It was not expected that the interpretation would provide difficulties for our trainees. However, should any complication arose, they were able to obtain help and support from the co-ordinator of the project. The work is also supervised at this stage.

The reason for placement of trainees before the introduction of interpreting skills is to facilitate an awarness in potential problems that would be encountered in interpreting and this would stimulate learning and more creative discussion among the group during the training.



## RECOGNITION OF THE TRAINING COURSE

At the end of the training course, the London Chinese Health Resource Centre will be issuing a certificate indicating the course content and the completion of the course. For the first group of interpreters, the certificate will be handed to them by Roger Freeman, the Under Secretary of State for Health, at the Centre's open day on 13 March 1990.

The LCHRC would wish to validate the course with the Institute of Linguists. The Institute of Linguists informed us that the cost is too prohibitive as validation would require a specialist from the Institute. However, we were advised to make use of external examinations which the trainees could prepare themselves for.

Possible external examinations which can be taken by the trainees:

### 1. BILINGUAL SKILLS CERTIFICATE

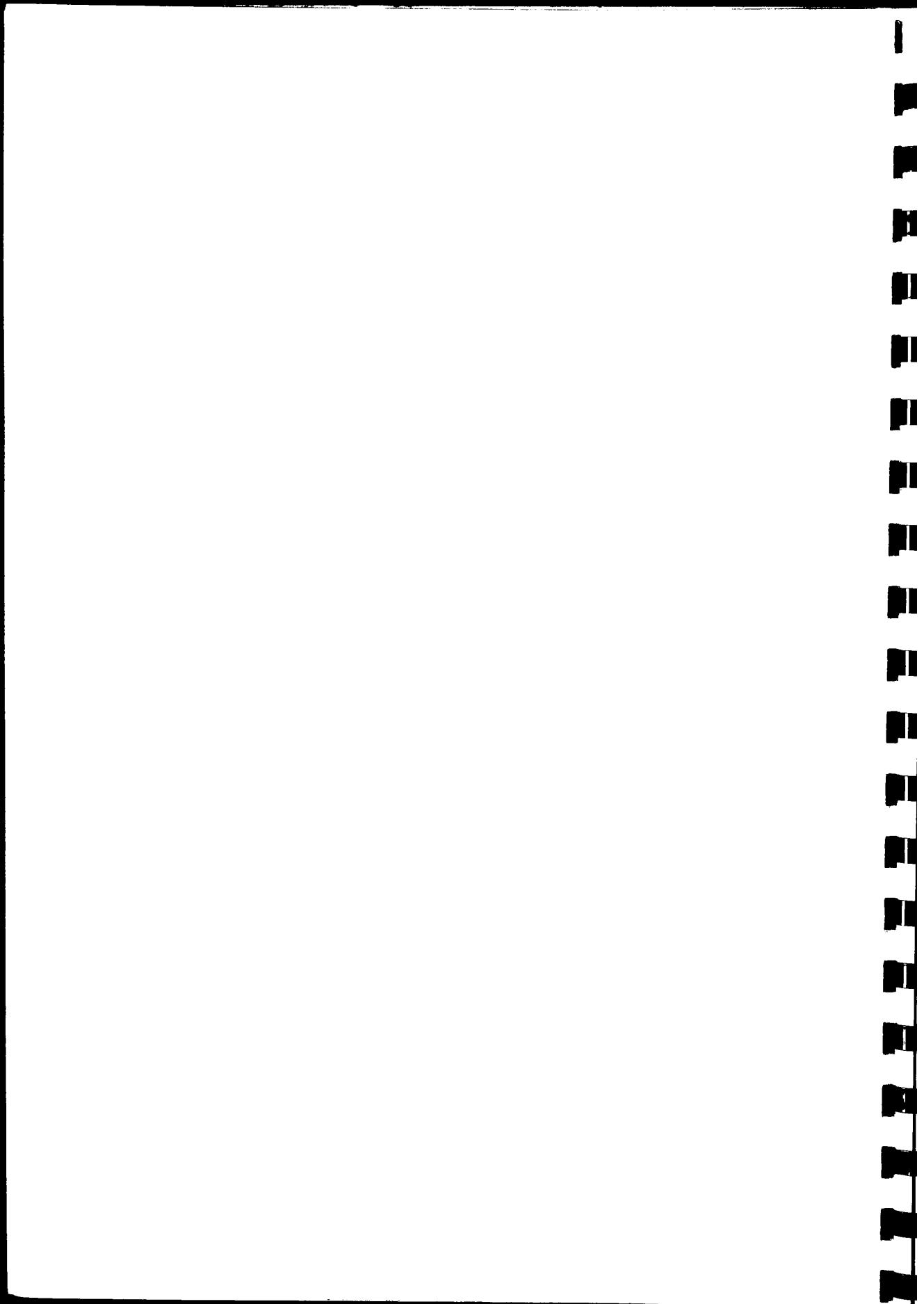
(Equivalent to the A level standard in a foreign language)  
This examination will be suitable for our trainees. The Certificate is intended primarily for adults or students in Further Education. Candidates for the examination will normally have followed a bilingual skills course recognised by the Institute of Linguists. The examination is held annually in June. Entries must be received by the Institute by 31 March each year. The fees for the examination will be paid by the candidates. For those trainees who want to take part in this examination, the Institute of Linguists will make arrangements.

### 2. CERTIFICATE OF COMMUNITY INTERPRETING (CIC)

(Equivalent to the standard of the second year of a university degree in foreign languages)

In order to get entry into this examination, a certain number of lectures must be given by the trainers recognised by the Institute. The trainees must acquire a minimum of hours before they sit the examination.

There are less than 10 people qualified to train candidates for CIC in England.



## FINANCIAL REPORT

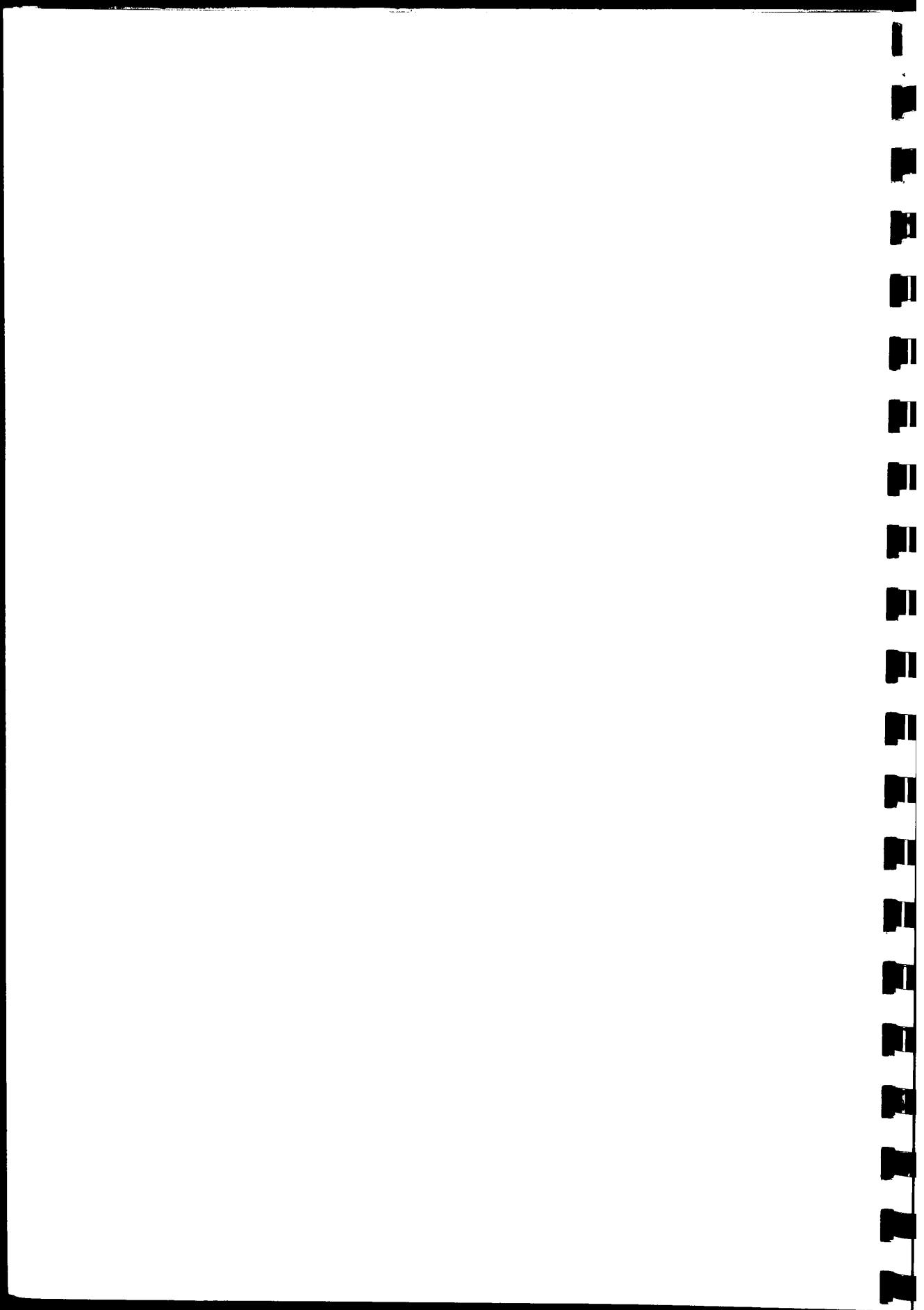
An estimation of the cost of the project was done by Hi Chu Yap in July 1988 (Appendix XI).

An estimation of the major expenses for the training course itself are as follows:

1. Course tutor's fees @ £16 per hour  
£16 x 54 hours (3 hrs x 18 days)  
=£864
2. Volunteers/Sessional Workers Expenses while on training  
£2 per hour x 54 hours x 17 students  
=£1,836
3. Travelling Expenses (Students)  
~£3 x 17 students x 18 days  
=£918

A system of financial checks exists in approving expenses prior to payment.

There is every indication that the cost estimated holds true after five months into the project, a final financial report will be produced at the end of the training course.



## CONCLUSION

Interpreting is a complex skill. In future, should the LCHRC continue to exist, it would wish to be involved in making community interpreting into a highly qualified and recognised skill equivalent to skills obtained at higher studies at degree levels. This is what the Institute of Linguists is working towards and it is also the aim of LCHRC. However, at this moment in time, interpreters for the health service are much needed by the Health Practitioners and National Health Services and we are very encouraged by the comments and support we received that the trainees of this project are a valuable resource for the users i.e. the Chinese and Health Practitioners.

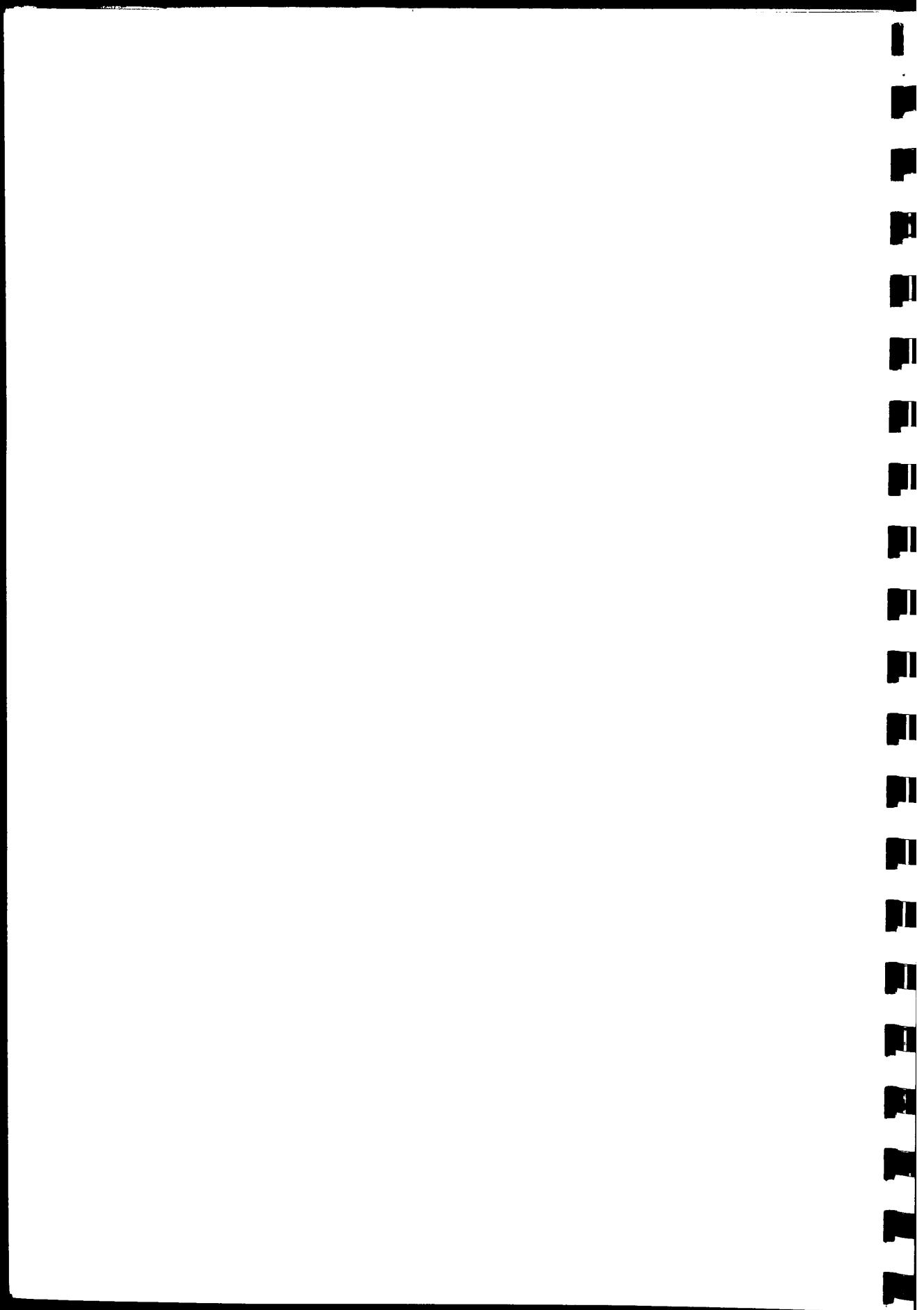
We predict that our interpreters will obtain work in the health and social services. The LCHRC get a lot of requests from clients for interpreting service. We are developing a system to make Health Authorities employing interpreters for their clients when situations required.

We are grateful to the King's Fund for giving us one year funding. However, the project itself should run for two years and train three groups of interpreters. Originally, each group consists of eight trainees. By working jointly with the Social Services Department, we are able to train seventeen trainees at one time.

The work we are doing is very important. We are asking the King's Fund to support us for the second year of this project. It is our belief that what we are doing will lay the foundation for many other minority groups in this country to initiate similar projects themselves or conversely it will provide the ground work for the Health Authorities up and down the country to initiate similar training course for the employment of interpreters to work with their own clients.

In conclusion, the co-ordinator has achieved a lot. The work is demanding and in reality it requires a full-time worker. We are requesting the King's Fund to provide the necessary funding such that we can employ a full time worker for the benefit of the community.

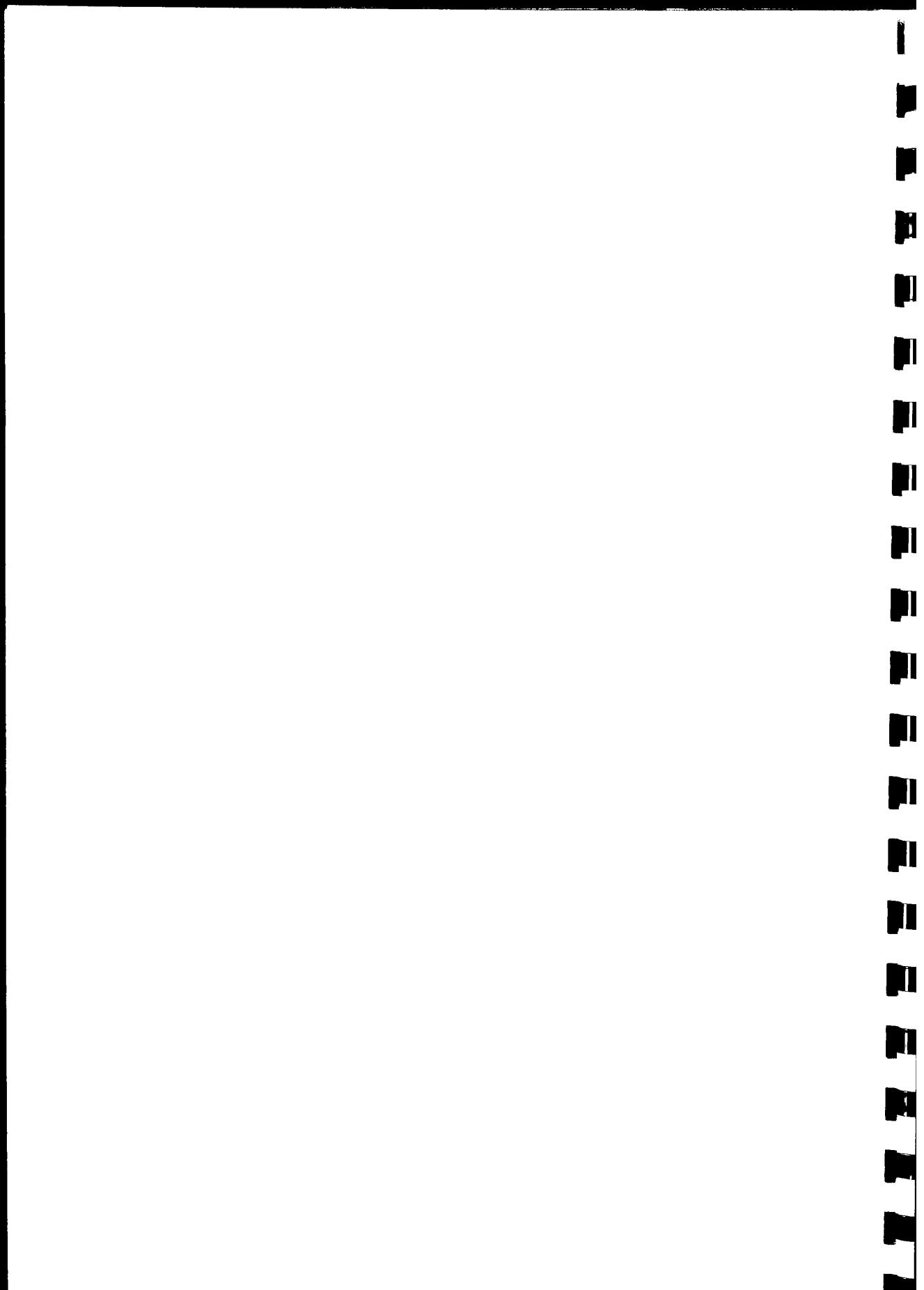
p.s. The report will be translated into Chinese.



APPENDIX I

Projects/personnels to be visited during the introductory period  
by the Medical Interpreters Co-ordinator

- 1) Ethnic Swithchboard: 2B, Lessingham Avenue, Tooting, SW17 8LU  
682 0216 Marium Nafisa
- 2) Bloomsbury Advocacy and Interpreting Services  
383 4848 Thomas Chan
- 3) London Interpreting Project, 20, Compton Terrace, N1.  
259 6798 Fakade Habte
- 4) Ann Corsellis, 2, Maners Way, Cambridge CB1 4SL.  
0223 24490
- 5) Bess Chow, Tower Hamlets Family Practitioners Committee  
c/o Tower Hamlets Chinese Association
- 6) King's Cross Womens Group,  
831 7474 ext. 228 Ivy Barnes
- 7) Camden Councils Translation and Interpreting Services  
Camden Town Hall, 287 4444 Roy Holland.
- 8) Chinatown Chinese Community Centre, 44, Gerrard Street, W1V  
439 3822 or 734 3572 Gill Tan
- 9) Tower Hamlets Chinese Association, 680, Commercial Road, E14  
515 5598 Lam
- 10) Bishop R.O. Hall Chinese Centre, 5, St Martin's Place, WC2N  
930 0089 ext. 280 Sandie Ching
- 11) Camden Chinese Community Centre, 173, Arlington Road, NW1  
267 3019 Maria Gingell/Yuk Lin Chan
- 12) Henen Bishop, Borough Language Co-ordinator, Camden.  
809 0891 (H)
- 13) Laurence Benson, Equal Opportunities Adviser, Bloomsbury H.A.  
387 9300
- 14) Savita Katbanma, Camden AEI, Trainer of Health Tutors.  
388 7106
- 15) Christine Mo, Social Services Department, Area 5, Soho Office.  
1, Hopkin Street, W1. 798 3075
- 16) West Lambeth Interpreting and Translation Group,  
820 1839 or 735 4169 ext. 933 Matha Paluch (Co-ordinator)
- 17) Institute of Linguists, 24A, Hibury Grove, N5  
359 7445 Graham Kawood



# 專醫社服務傳練

明年一月開班招生

倫敦華人保健中  
心及西敏市社會福利  
署聯合主辦專業醫療

及社會服務傳譯訓練  
班，訓練課程將於明  
年一月開始，為期八  
個星期。

根據統計，英國

華人是全國華人第三  
的最大少數民族，單  
在倫敦已有八萬多華  
人，其中很多因語言  
困難而沒有使用英國  
公民應有的各種社會  
服務，例如社會保障  
特別津貼及免費醫療  
服務等等。

由於不明白申請

程序或不懂得填寫英  
文表格，很多華人沒  
有領取應得的各種福  
利，如失業金、患病津  
貼、傷殘津貼、孕婦津  
貼、兒童津貼、家庭補  
貼、房屋津貼、地稅回扣等。

從星期日到保健

中心華籍病人所得到

之統計，八成半人仕  
覺得他們需要更多中  
文保健資料，而九年  
半病人需要醫療翻譯  
服務；基於以上原因  
社會福利署將聯合主  
辦專業傳譯員訓練班，  
提供傳譯技巧，社會

福利及醫療知識，醫  
學名詞及病徵翻譯  
等。

訓練課程現正招

始招收學員，如欲索取申請表格，請致電  
或親身聯繫：  
Christine Mo,  
Social Worker,  
Social Services,  
1, Hopkins  
Street, LONDON  
W1V 4AT.  
Tel.: 798-3086.

或  
Dorothy Pang,  
London Chinese  
Health Resource  
Centre,  
43, Dean Street,  
LONDON,  
W1V 5AP.  
Tel.: 287-0904.

日八月十年九八九

香港新聞文摘

◀期六六七第▶

# 倫敦華人保健中心

London Chinese Health Resource Centre  
CANTONESE SPEAKING SESSIONAL WORKERS/MEDICAL INTERPRETERS

Do you speak Cantonese and English?

Are you interested in helping the Chinese Community by doing some voluntary work with pay?

We are now looking for people who can offer time to do interpretation and family aide work with Chinese clients. We provide a short training course for voluntary workers and help them work with social workers and medical professionals in London. We will also introduce different issues of interpreting as well as the social and health care services available to Chinese Community.

If you are willing to help the Chinese community and gain work experience by taking people to various agencies such as DSS, Hospitals and Housing Department, please contact either one of the following for details and application form:-

Christine Mo

Social Worker,  
Westminster Social Services,

1, Hopkins Street,  
London

W1V 4AT Tel: 798 3086

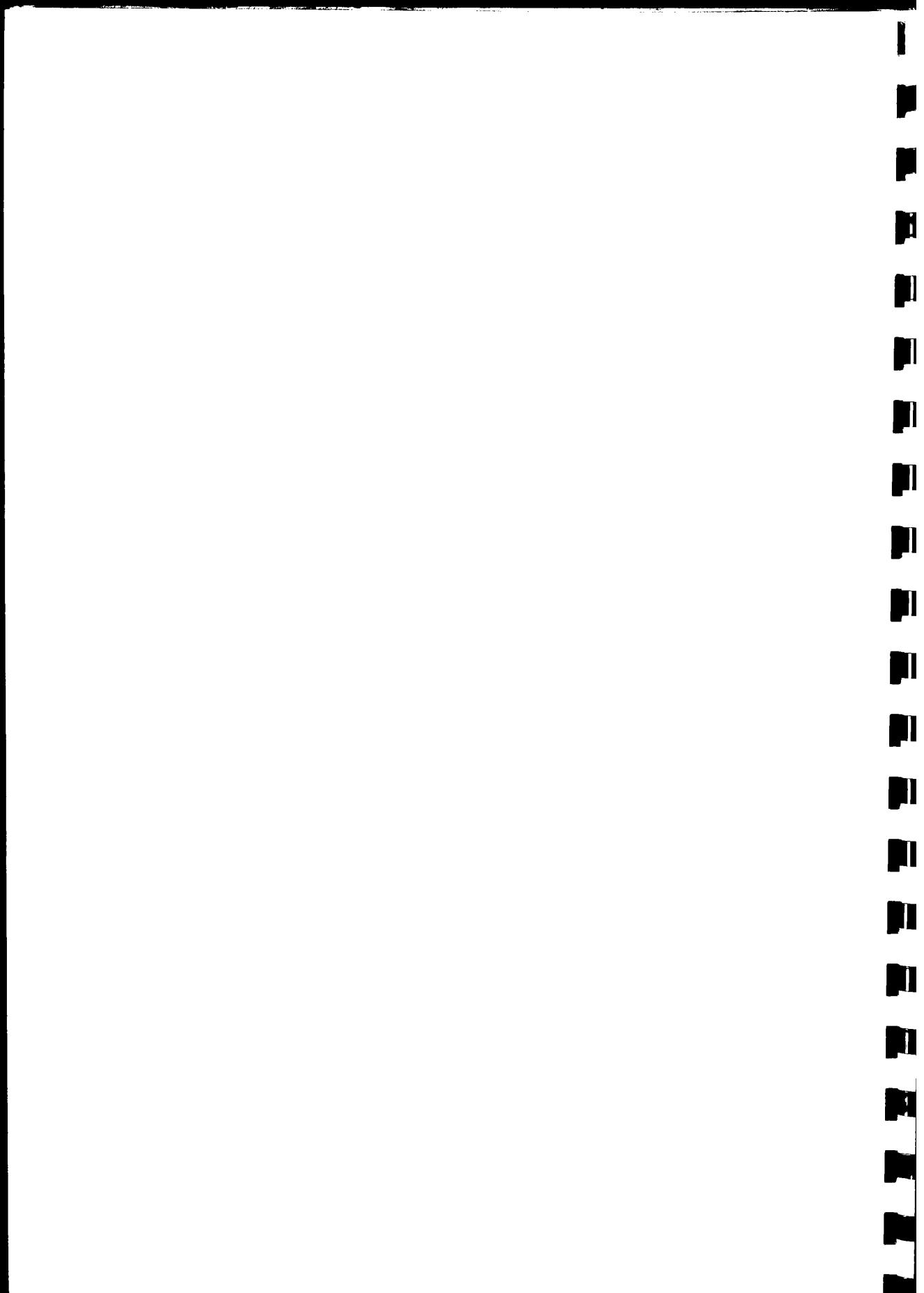
Dorothy Pang

London Chinese Health Resource Centre,

43, Dean Street,  
London

W1V 5AP Tel: 287 0904

Closing date: 31st October, 1989





City of Westminster

倫敦華人保健中心

London Chinese Health Resource Centre

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City of Westminster

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London  
W1V 4AT      Tel: 798 3086

Dorothy Pang,  
London Chinese Health Resource Centre,  
43, Dean Street,  
London  
W1V 5AP      Tel: 287 0904

Closing date: 31st October, 1989

Do you speak Cantonese and English ?

Are you interested in helping the Chinese Community by doing some voluntary work with pay ?

APPENDIX III

We are now looking for people who can offer time to do interpretation and family aide work with Chinese clients. We provide a short training course for voluntary workers and help them work with social workers and medical professionals in London. We will also introduce different issues of interpreting as well as the social and health care services available to Chinese Community.

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Westminster Social Services,  
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London  
W1V 4AT      Tel: 798 3086

Dorothy Pang,  
London Chinese Health Resource Centre,  
43, Dean Street,  
London  
W1V 5AP      Tel: 287 0904

Closing date: 31st October, 1989

social and health care services available to Chinese Community.

If you are willing to help the Chinese community and gain work experience by taking people to various agencies such as DSS, Hospitals and Housing Department, please contact either one of the following for details and application form:-

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Social Worker,  
Westminster Social Services,  
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London  
W1V 4AT      Tel: 798 3086

Dorothy Pang,  
London Chinese Health Resource Centre,  
43, Dean Street,  
London  
W1V 5AP      Tel: 287 0904

Closing date: 31st October, 1989

APPENDIX IV

London Chinese Health Resource Centre,  
Westminster Social Services.

APPLICATION FORM  
for  
CANTONESE SPEAKING SESSIONAL WORKER/INTERPRETER

1. Surname (Mr/Mrs/Ms)..... Name.....
2. Date of Birth..... Age.....
3. Address..... Tel No (Home).....  
..... (Work).....
4. Educational Qualification/Training.....  
.....
5. Do you have any health care training ?.....  
.....
6. Occupation.....  
Work Address.....
7. Languages spoken.....
8. Written languages.....  
(Please, in both cases, state your proficiency in the language eg fluent, average, fair)
9. Are there any situations in which you would not be willing to interpret or work ?  
If so, which ? .....
10. What interests you in working with Chinese community ?.....  
.....
11. Do you have any experience in interpreting or involvement with the Chinese community (both paid and voluntary work) ?.....
12. Please state the times which you are available for working with us on a sessional basis:

	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
Morning							
Afternoon							

13. Referee/References

We would like to have a reference from someone who knows about your past experience or suitability for this job as you will be helping people with personal problems or difficulties.

Name: \_\_\_\_\_ Address: \_\_\_\_\_ Tel No: \_\_\_\_\_

.....

.....

Would you like us to contact your employer or referee. Yes.....

No.....

14. Please state Day and Times of the week at which you will be available for training:

.....

.....

15. Please suggest names of your friends who would be interested in working with us as sessional workers/interpreters

.....

.....

.....

16. Deadline for application: 31.10.89

Training programme will be arranged between January - February 1990  
(It will last for 8 weeks and there will be 2-3 sessions in a week)

Signature.....

Date of application.....

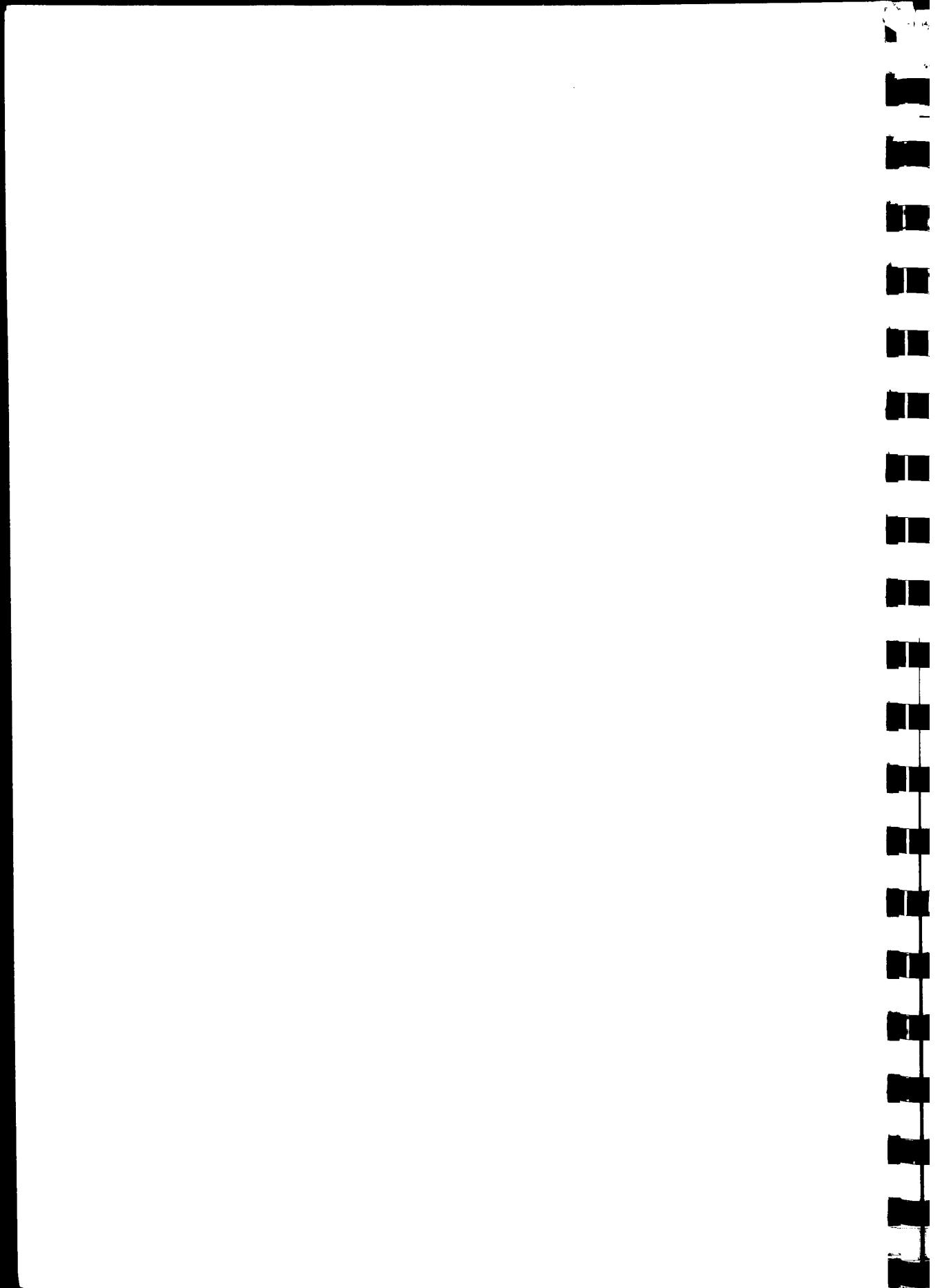
When you have completed this form please return it to:

Dcrothy Pang,  
London Chinese Health Resource Centre,  
43,Dean Street,  
London  
W1V 5AP

APPENDIX V

INTERVIEWS

<u>Date</u>	<u>Time</u>	<u>Name</u>
Monday 6-11-89	11.00 - 11.30	Mrs Sze-Chung SUNG
	11.30 - 12.00	Mrs Mimi CHUNG
	12.00 - 12.30	Mr Cheuk-pang CHAN
	2.30 - 3.00	Ms Mimi KEE
Tuesday 7-11-89	11.00 - 11.30	Mrs Min Heung GRAY
	11.30 - 12.00	Ms Sandra LOK
	2.00 - 2.30	Mr Fuji CHAN
	2.30 - 3.00	Mrs Ngar Ying TSANG
	3.00 - 3.30	Ms Lana KO
Wednesday 8-11-89	11.00 - 11.30	Mrs Patricia IP
	11.30 - 12.00	Mr Paul TAM
Thursday 9-11-89	11.00 - 11.30	Mrs Man Yee MOON
	11.30 - 12.00	Ms Sally CHIEW
	2.30 - 3.00	Mrs Agnes Mary YUNG
	3.00 - 3.30	Mrs Wai Ling BUTLER
	3.30 - 4.00	Ms Fung Lan HEUNG
Monday 13-11-89	3.00 - 3.30	Mr Tse King TONG
Tuesday 14-11-89	11.00 - 11.30	Mrs Ann TAN
	3.00 - 3.30	Ms Winnie LO
Friday 17-11-89	2.00 - 2.30	Mr Paul WONG
	2.30 - 3.00	Mr Charles CHEUK



APPENDIX VI

Week 1

Day 1

Friday 12 Jan 1990

TIME

SUBJECT MATTER

TUTORS

10:00 a.m. Registration TEA & COFFEE

10:15 a.m. Introduction  
With trainers and sessional workers/medical interpreters getting to know one another  
Ground Rules

10:45 a.m. Expectations/Objectives  
Course Content  
What our aims for sessional workers and the Department's expectations of them.  
What sessional workers feel they want to learn.

11:15 a.m. COFFEE/TEA Break

11:30 a.m. Social Services in Westminster  
Structure of the Department  
The different services available to Social Services e.g. nurseries residential homes.

12:00 noon Procedures within Social Services  
Referrals/Duty System  
What we are as a Department.  
What services we provide and to whom.  
Who are our clients?  
How do we work?  
How can we help?  
Referrals/Referral forms  
Duty Officer/Duty visit  
Allocation  
Records Administration  
Discussion

1:00 p.m. End of Session

Week 1

Day 2

Saturday 13 Jan 199

TIME	SUBJECT MATTER	TUTORS
10:00 a.m.	<u>Registration</u> TEA & COFFEE	
10:15	<u>Overview of the Health Services</u> Structure of Department of Health Regional and District H.A. Family Practitioners Committee/GPs Special Health Authorities Community Health Council Direct Access to Services White paper on the NHS	Ruth Stern
10:45	<u>Mental Health Services</u> Psychiatry Department Psychology Department Community Psychiatric Nurse Inpatient Units/Day Hospitals	Nancy Pistrang
11:00	<u>Groups for Case History Discussion</u>	Ruth Stern
11:20	COFFEE/TEA Break	
11:30	<u>Feedback on Case 1</u>	
11:50	<u>Feedback on Case 2</u>	
12:10	<u>General Discussion</u>	
12:30	<u>Evaluation</u> Venue Speakers Social Time/Lunch Equipments/Break	Christine Mo Dorothy Pang
1:00	<u>London Chinese Health Resource Centre</u> History Services Clients Discussion	Dorothy Pang
1:30	End of Session	

Week 2

Day 3

Friday 19 Jan 1990

TIME	SUBJECT MATTER	TUTORS
10:00 a.m.	<u>Registration</u> TEA & COFFEE	
10:15	<u>Introduction of Chinese Community in London</u> Needs of Chinese Community Discussion	Christine Mo
11:00	<u>Services Available for Chinese Community</u> Chinatown Chinese Community Centre	Suk-Man HUI
11:45	COFFEE/TEA Break	
12:00	<u>Community House Information Centre</u>	Mary FU
12:45	<u>Revised Objectives</u> <u>Expectations</u>	Christine Mo Dorothy Pang
1:15	End of Session	

Week 2

Day 4

Saturday 20 Jan 1990

TIME	SUBJECT MATTER	TUTORS
10:00 a.m.	<u>Registration</u> TEA & COFFEE	
10:15	<u>Introduction of Services</u> <u>Citizen Advice Bureau</u>	Anita CHAN
11:15	COFFEE/TEA Break	
11:30	<u>Services for Chines Elderly</u> <u>Bishop R.O. HALL Chinese Centre</u> Discussion with two elderly Mr Hung and Mrs Poon	Esther IP
12:30	<u>Evaluation</u>	
1:00	End of Session	

Week 3

Day 5

Friday 26 Jan 1990

TIME	SUBJECT MATTER	TUTORS
10:00 a.m.	<u>Registration</u> TEA & COFFEE	
10:15	<u>Other Services for Chinese Community</u> Housing Advice and Related Issues Homeless Personal Unit/ Chinese Information & Advice Centre	
11:15	COFFEE/TEA Break	
11:30	<u>Legal Advice and Law Centre</u>	Bobby CHAN
12:15	<u>Action/Pressure Group/General Forum for Chinese Workers</u>	
	1) Westminster Chinese Workers Liaison Group	Christine MO
	2) Chinese Advisory Workers Forum in London	Shui Man HUI
	3) Chinese Elderly Workers Forum in London	
	4) Federation of Women	
1:00	End of Session	

Week 3

Day 6

Saturday 27 Jan 1990

TIME	SUBJECT MATTER	TUTORS
10:00 a.m.	<u>Registration</u>	TEA & COFFEE
10:15	<u>Welfare Benefits</u>	
11:30	COFFEE/TEA Break	
11:45	<u>Welfare Benefits</u>	
12:45	Discussion/Evaluation	
1:00	End of Session	

Week 4

Day 7

Friday 2 Feb 1990

TIME	SUBJECT MATTER	TUTORS
10:00 a.m.	<u>Registration</u> TEA & COFFEE	
10:15	<u>Health Visitor</u> Health Visitor Training Work with pregnant women, children under five and their families and old people. Work with Doctors Introduction to Lisson Grove Health Centre Other clinic staff	Sharon LAM
11:30	<u>Psychiatric Nurse</u> Training Change in the care of mentally ill Structure of Mental Hospital Development of Mental health care Chinese Community Psychiatric Nurse around and their work and difficulties Common Psychiatric Disorders	Ken WONG
10:45	<u>Midwives and Maternity Services</u> Training Community Midwives and their work Antenatal Clinic and Classes Child care and special tests Additional work for Chinese Midwives Main Problems of their Chinese Patients Pregnancy and Childbirth - Problems	Ena POON
12:15	COFFEE/TEA Break	
12:30	<u>Bloomsbury Advocacy and Interpreting Service</u> List of Hospitals and clinics covered Other Health Authorities providing similar services for Chinese. Health Link Workers in Hospitals Other Chinese Health workers around	Thomas CHAN
1:30	End of Session	

Week 4

Day 8

Saturday 3 Feb 1990

TIME	SUBJECT MATTER	TUTORS
10:00 a.m.	<u>Registration</u> TEA & COFFEE	
10:15	<u>Chinese Doctor</u> Training Different seniority in Hospitals Work of Doctors GPs and their work Difficulties in working with interpreters and non-English speaking patients	Dr P L LI
10:00	COFFEE/TEA Break	
11:10	<u>Health Services Available</u> (Chinese people should try to use the normal health services which they are entitled to) Discussion	Dorothy Pang
12:15	<u>Health Rights</u> Rights to ask for interpreters Health rights for residents in UK Rights for tourists from e.g. Hong Kong, China, etc Rights to change your GP Sueing your doctor/hospital	CIAC Jane COWL Lydia
1:00	Evluation	
1:20	End of Session	

Week 5 & 6

Monday 5 Feb 1990 - Thursday 15 Feb 1990

TIME	SUBJECT MATTER	TUTORS
10:00 a.m.		
	<p><u>Observational Visits - Re: Services for Chinese Community</u></p> <ul style="list-style-type: none"><li>1) Unemployment Offices in Westminster</li><li>2) DOSSOffices in Westminster</li><li>3) Social Services Office/Duty Room</li><li>4) Marlborough Family Centre</li><li>5) Day Nurseries in Westminster</li><li>6) Soho Family Centre</li><li>7) Age Concern Day Centres in Westminster</li><li>8) Residential Home/Hostels for Mental Ill/Physical Handicapped in Westminster</li><li>9) Chinese Community Centres</li><li>10) Homeless Person Unit</li></ul>	

Visits to Clinics and Hospitals

- 1) University College Hospital (Acute)
- 2) Obstetric Hospital (UCH) (Obstetrics)
- 3) Middlesex Hospital (Acute)
- 4) St. Pancras Hospital (Geriatric, Psychiatric, Stroke)
- 5) Covent Gardens Health Clinic
- 6) Marshall Street Clinic
- 7) Lisson Grove Health Clinic

Week 6

Day 9

Friday 16 Feb 1990

TIME	SUBJECT MATTER	TUTORS
10:00 a.m.	<u>Registration</u> TEA & COFFEE	
10:15	<u>Interpreters' Responsibility-Support - Training</u> What are the tasks? Who determines work undertaken? Who is responsible for the work?	Thomas CHAN Christine MO Dorothy PANG
10:45	COFFEE/TEA-Break	
11:00	<u>Communication Skill</u>	Ken WONG
12:00	<u>Interpreting Skills</u> Roles of interpreter Self introduction Intervening Different ways of interpreting Communication and Inter-personal skills In an interview	Thomas CHAN Christine MO Dorothy PANG
1:00	End of Session	

Week 7

Day 10

Friday 23 Feb 1990

TIME	SUBJECT MATTER	TUTORS
10:00 a.m.	<u>Registration</u> TEA & COFFEE	
10:15	<u>Vedio on Interpreting Skills</u>	
10:45	<u>Interpreting Skills</u> -Difficulties that may arise in interviews -Practising listening carefully, speaking clearly and summarising -To try out ideas and discover ways of handling difficult situations.	Thomas CHAN Christine MO Dorothy PANG
11:45	COFFEE/TEA Break	
12:00	<u>Role Play</u> Discussion	
	<u>Interpreting Issues</u> -The power of the sessional worker Interpreter -What do clients and professionals expect of you? -Ethical questions and moral dilemmas -Racial prejucice -Cultural interpretation/ Language skills -Support & Supervision	
1:00	End of Session	

Week 7

Day 11

Saturday 24 Feb 1990

TIME	SUBJECT MATTER	TUTORS
10:00 a.m.	<u>Registration</u> TEA & COFFEE	
10:15	<u>Do we really need to know all the medical terms?</u> Role play using proper medical terms Discussion	Dorothy PANG Christine MO
10:45	<u>Medical Terminology</u>	
11:45	COFFEE/TEA Break	
12:00	<u>Medical Terminology</u>	

Week 8

Day 12

Friday 2 Mar 1990

TIME	SUBJECT MATTER	TUTORS
10:00 a.m.	<u>Registration</u> TEA & COFFEE	
10:15	<u>Preparation and Discussion on Role Play</u>	Thomas CHAN Christine MO Dorothy PANG
10:30	<u>Role Play</u> Discussion	
11:15	COFFEE/TEA Break	
11:30	<u>Role Play</u> Discussion	
12:15	<u>Interpreting Issues</u> <ul style="list-style-type: none"><li>- The power of the sessional workers Interpreters</li><li>- What do clients and professionals expect of you?</li><li>- Ethical questions and moral dilemmas</li><li>- Racial prejudice</li><li>- Cultural interpretation/ Language skills</li><li>- Support and Supervision</li></ul>	
1:00	End of Session	

Week 8

Day 13

Saturday 3 Mar 1990

TIME	SUBJECT MATTER	TUTORS
10:00 a.m.	<u>Registration</u> TEA & COFFEE	
10:15	<u>Medical Terminology</u>	Dorothy PANG Christine MO
11:30	COFFEE/TEA Break	
11:45	<u>Medical Terminology</u>	
12:45	Discussion/Evaluation	
1:00	End of Session	

Week 9

Day 14

Friday 9 Mar 1990

TIME	SUBJECT MATTER	TUTORS
10:00 a.m.	<u>Registration</u> TEA & COFFEE	
10:15	<u>Interpreting Skills/Issues</u> Discussion/Evaluation of the previous sessions	Thomas CHAN
11:00	COFFEE/TEA Break	
11:15	<u>Allocation of Jobs</u> - LCHRC - appointment at clinics/hospitals - Social Services - Interpreting at Area 5 Office and others	Christine MO Dorothy PANG
11:45	Discussion of Actual Work Experience in the job in Week 5 & 6	Thomas CHAN
12:30	Discussion/Evaluation	
1:00	End of Session	

Week 9

Day 15

Saturday 10 Mar 1990

TIME	SUBJECT MATTER	TUTORS
10:00 a.m.	<u>Registration</u> TEA & COFFEE	
10:15	<u>Administrative Issues</u> Procedures Forms Pay	Christine MO
11:00	<u>Supervision &amp; Responsibility</u> 1) Social Services Area 5 Office 2) London Chinese Health Resource Centre	Kilian Zumpe Christine MO Dorothy Pang
11:45	COFFEE/TEA Break	
12:00	<u>Question Time</u> Discussion of any outstanding matters Evaluation	Christine Mo Dorothy Pang
12:30	<u>Claim &amp; Payment</u>	
1:00	End of Session	

# 倫敦華人保健中心

## *London Chinese Health Resource Centre*

43 Dean Street, London W1V 5AP  
01 - 287 0904

Ms Ruth Stern  
St Pancras Hospital  
4 St Pancras Way  
London NW1 0PE

21st November 1989

Dear Ruth,

### Visiting Speaker for the Medical Interpreters Training Course

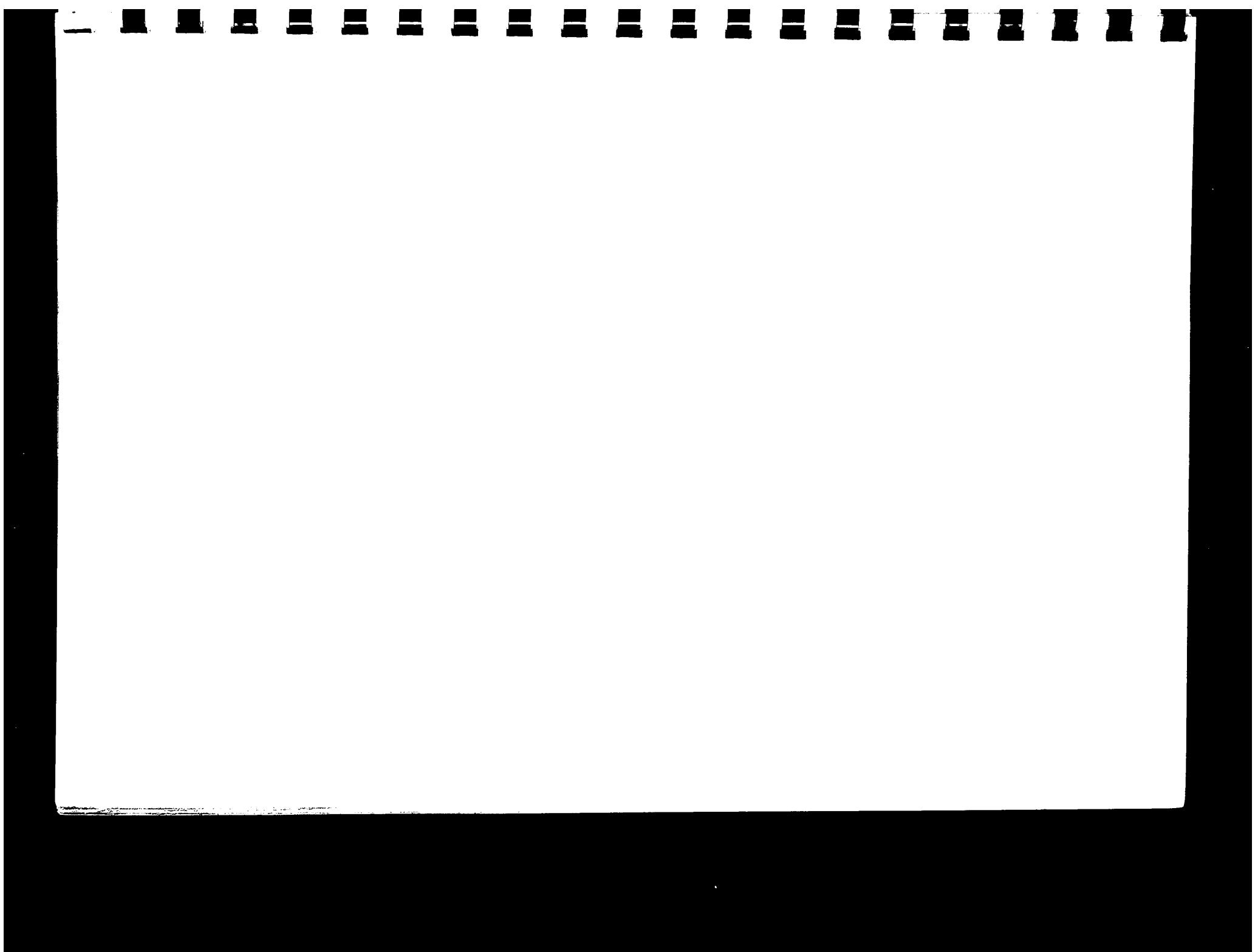
The London Chinese Health Resource Centre (LCHRC) aims to train Health Interpreters to help those Health Authorities which at present do not have an interpreting service. This is the first professional training programme designed especially for the Chinese, to train Chinese sessional workers to provide them with long term access to the National Health Service. We hope that our effects would only be a temporary measure and that we will reach a stage where we would be providing professional training for Interpreters employed by the Health Authority. The first year project is funded by the King's Fund Centre and I am the part-time (Monday to Wednesday) project co-ordinator started from 7th August 1989.

We have chosen seventeen trainees and two course observers from the forty-four applicants. They are mainly in their thirties and forties, five in their twenties and three in their fifties. There are ten with nursing background, five housewives and six men.

I would be most grateful if you or your colleagues that you recommended during our meeting could come along to give a talk on the structure of the Department of Health and procedures within DoH/ hospitals. The aim of this lecture is to give the trainees an overall knowledge on the health system especially for those who have no medical background at all. The topics that I can think of are as follows:

#### Department of Health

- Structure of DoH - Regional and District HA
- Different types of hospitals
- Different Departments and wards within hospitals
- Various professionals working within hospitals - doctors, dentists, opticians, dietitians, radiographers, laboratories, social workers, health link workers, physiotherapists, health



- promotion unit, advocacy and interpreting unit, etc.
- Mental health systems - hospitals, clinics
- Family Practitioners Committee/GPs

Procedures within DoH/hospitals

- Out-patients department, Casualty Department
- Referral system
- Ward admission
- Maternity care and procedures
- Records/Admin.
- Complain procedure

Any other suggestions are most welcomed.

We encourage active learning by asking the trainees a lot of questions rather than just giving information to them. Please let me know if there is any information leaflets or booklets on DoH that you want me to send to the trainees for advance reading.

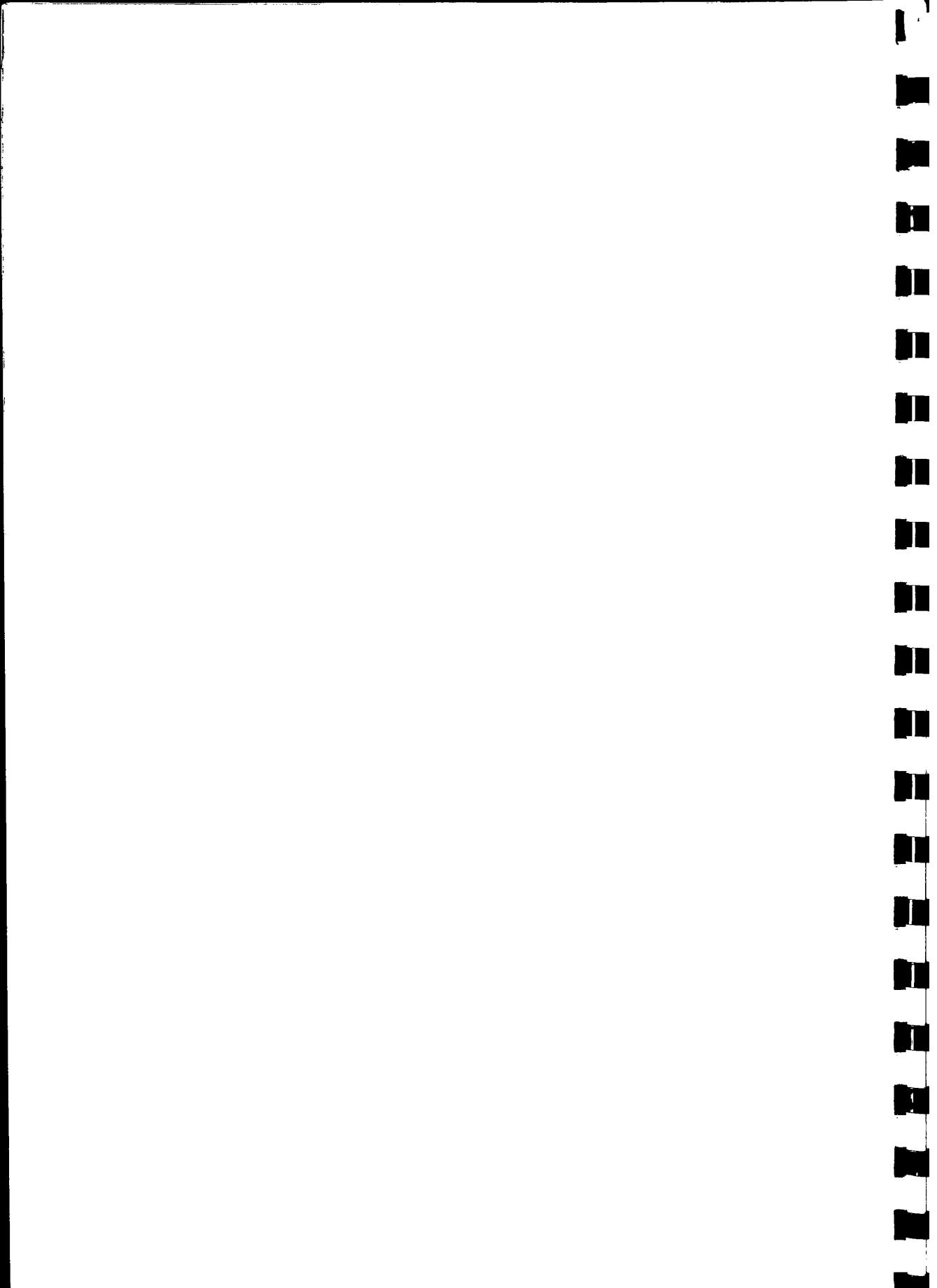
Furthermore, I would like to ask whether it is possible for you to arrange a hospital visit for this group of trainees on Friday, 9th February 1990, 10am to 1pm. The purpose of this visit is to orientate the trainees to hospital settings. Will it be possible to arrange somebody, e.g. sister of each Department, to orientate the group. Departments visited could include Casualty, Out-patients Clinics, a few wards, etc. The hospital could be the University College Hospital or the Middlesex Hospital within Bloomsbury area.

I shall see you in next Monday's meeting or hope to hear from you before then.

Thank you very much for your help.

Your sincerely,

Dorothy Pang  
Medical Interpreters Co-ordinator  
LCHRC



APPENDIX VIII

# 倫敦華人保健中心

## *London Chinese Health Resource Centre*

43 Dean Street, London W1V 5AP  
01-287 0904

### EXPENSES CLAIM FORM

Name (in block letters).....

Title.....

Organisation.....

Address.....

Telephone No.....

Lecture Title.....

Date..... Time..... to..... Hours.....

Total Fee: £..... (Payable at £16.00 per hour).

I wish to claim the return fare from my address at:.....

.....

to..... (own car, 30p per mile)

Total Claimed: £.....

Please give a brief description of the lecture given.....

.....

.....

.....

Any observations, comments or problems encountered.....

.....

.....

.....

Any suggestions.....

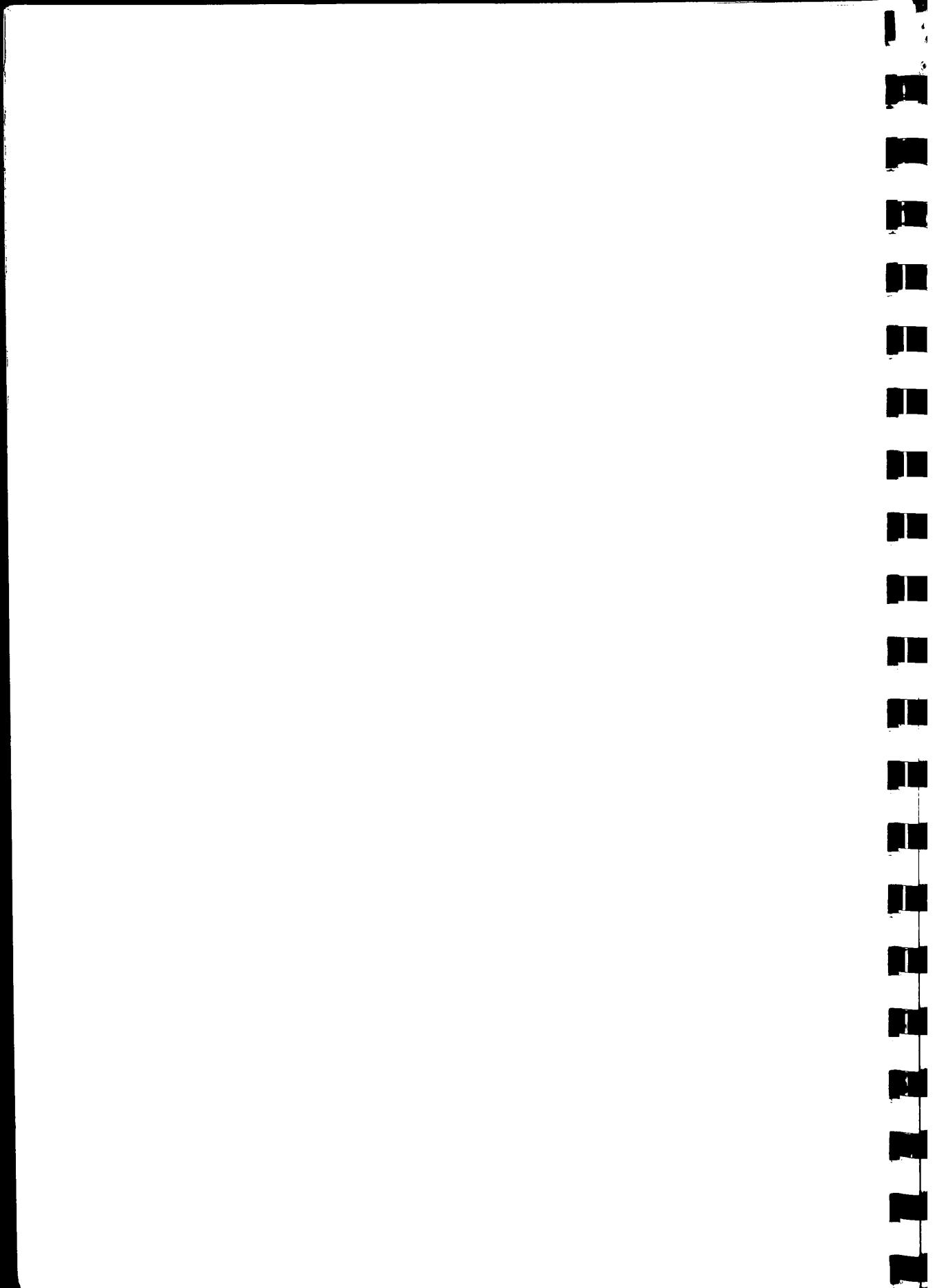
.....

Signed..... Date.....

### FOR OFFICE USE ONLY

Claim form received on..... (date)

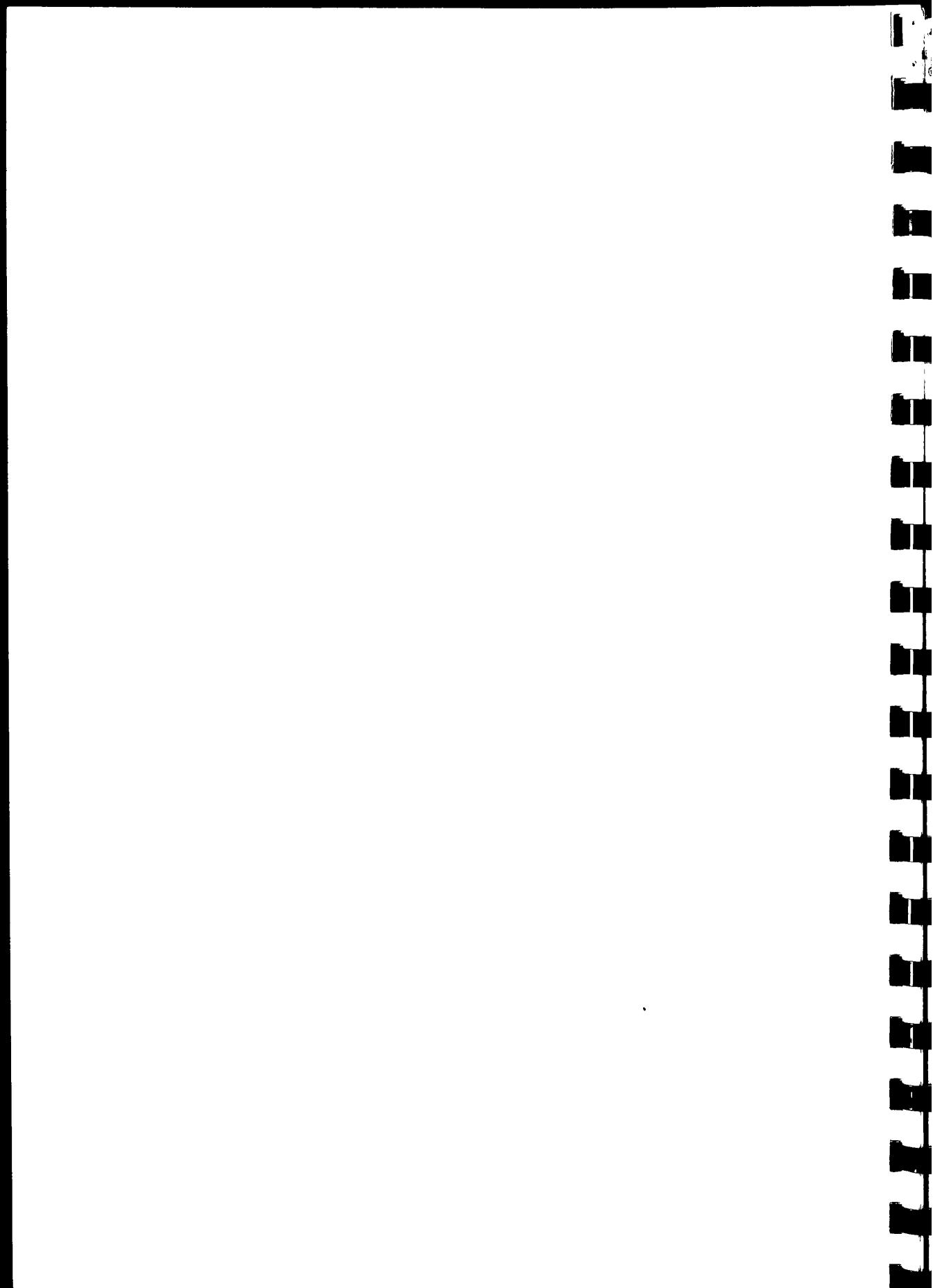
Paid..... Cheque No.....



APPENDIX IX

NAME:	AGE:	
ADDRESS:		
HOME TEL:		
WORK TEL:		
TIMES AVAILABLE:	A.M.	P.M.
	MONDAY	
	TUESDAY	
	WEDNESDAY	
	THURSDAY	
	FRIDAY	
LANGUAGES:		

Date	Client	Hospital/Clinic	Hours	Fee



# 倫敦華人保健中心

## London Chinese Health Resource Centre

43 Dean Street, London W1V 5AP

01-287 0904

Expenses Claim Form

Name (in block letters).....

Meeting at (e.g. Hospital).....

Address.....

Name of Client..... Age.....

Address of Client.....

Date..... Time..... to..... Hours.....

I wish to claim the return fare from my address at:

.....  
to.....(venue of meeting)  
(Please attach receipt if by taxi)

Total Fares: £.....

Please give a brief description of the work involved:

.....  
.....  
.....

Any observations, comments or problems encountered.....

.....  
.....  
.....

Any further appointment? Yes/No

When..... Where.....

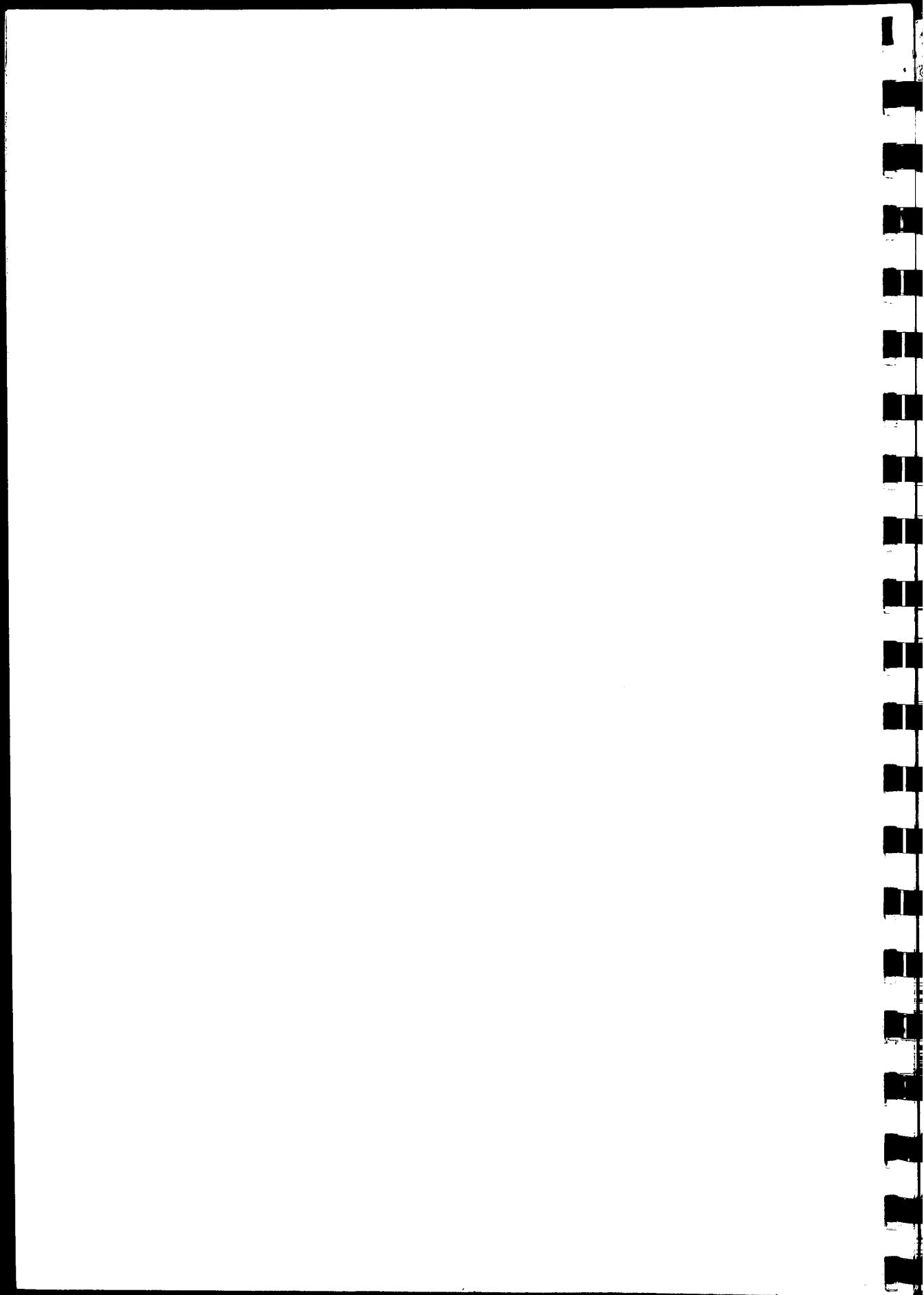
Would you like to discuss this with the co-ordinator? Yes/No

Signed..... Date.....

### FOR OFFICE USE ONLY

Claim form received on.....(date)

Paid..... Cheque No.....



APPENDIX XI

Cost of the project

£

Co-ordinator's salary for 3 days a week for 2 years @ £13,500 per year pro rata	=	16 200
employers cost, i.e. NI at 10.45%	=	1 700
course tutor's fees @ approx £16 per hour for 3 days X 5 hours X 6 weeks X 3 cohorts	=	6 000
students volunteers expenses while on training @ £2 per hour for 3 days X 5 hours X 6 weeks X 8 students X 3 cohorts	=	4 800
trained volunteers expenses while on work experience @ £2 per hour for 3 days X 5 hours X 2 weeks X 8 students X 3 cohorts	=	1 440
travelling expenses (students & co-ordinator)	=	1 750
expenses incurred in translation of materials, etc	=	1 500
overhead costs + rent to the Health Resource Centre @ £3 000 per year for 2 years	=	6 000
stationery, postage telephone, etc	=	5 000
recruitment & other advertising	=	4 000
professional fees, accountant etc.	=	1 000
report cost, publication etc.	=	2 000
total	=	51 390

prepared by Yap Hi Chu for the LCHRC  
July 1988

King's Fund



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